



Universal Postal Union

Compendium of Congress decisions (Paris 1947–Beijing 1999)

Valid at end of 1999 Beijing Congress

Berne 2000

International Bureau of the Universal Postal Union

Congress resolutions, decisions, recommendations, formal opinions, etc, should be quoted as follows:

Decision C 1/Paris 1947

Resolution C 1/Brussels 1952

Recommendation C 1/Ottawa 1957

etc

Introduction

1 The present Compendium was prepared in application of resolution C 1/Lausanne 1974, which instructed the Director-General of the International Bureau to update the Compendium of Congress Decisions after each Congress.

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2 This Compendium consists of the following parts:	
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3 In order to prepare this publication, the International Bureau took as a basis the decisions other than those amending the Acts which were published as such in the Final Documents of the 1947 Paris, 1952 Brussels, 1957 Ottawa, 1964 Vienna, 1969 Tokyo, 1974 Lausanne, 1979 Rio de Janeiro, 1984 Hamburg, 1989 Washington, 1994 Seoul and 1999 Beijing Congresses, excluding those which were no longer valid at the end of the 1999 Beijing Congress or were no longer of practical use. In particular, the latter include decisions about the organization of Congress and those by which Congress approved the reports submitted to it. Certain decisions were retained because of their general nature, even if some details are no longer up to date.

4 The decision texts are reproduced in conformity with the classification key (see page 5). To facilitate consultation, the decisions have also been listed in the chronological order in which they were adopted (see pages 17 to 30).

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1 General affairs of the Union

1.1 Member countries

Resolution C 29/Seoul 1994

Notification to the International Bureau of information from member countries concerning the designation of the entity or entities to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements and notification of the separation of governmental activities from operational and commercial activities in the case of those countries which apply this separation to postal services

Congress,

In view of

the emergence in an increasing number of countries of the situation in which governmental oversight of postal services is being separated from the actual commercial and operational management of postal services, with the body responsible for the former often called the "regulator" and the body responsible for the latter often called the "public operator",

Considering

the circumstance in which a member country may choose to designate more than one entity, public or private, as an operator to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements,

Recommends

in order that the International Bureau may report developments regarding the legal status and organization of the members of the Union:

- i that member countries which apply the separation of governmental and regulatory activities from commercial and operational activities notify the International Bureau within six months of signing the Acts of the Union of the name and address of the governmental body responsible for overseeing postal affairs and provide the same information regarding the entity or entities designated to fulfill obligations arising from adherence to the Convention and Agreements;
- ii that member countries communicate any change in respect to this information to the International Bureau at least three months prior to the date of implementation of this change,

Decides

that, in the circumstance in which a government formally designates more than one entity to be responsible for fulfilling its obligations arising from adherence to the Convention and Agreements, subject to that country's internal laws and government policies, each such entity may be represented at meetings of the Union's bodies considering services for which it is responsible,

Declares officially that

- i the term "postal administration" in the Acts of the Union shall be defined by each member country within the framework of its national legislation;
- ii the formal and institutional references contained in the Constitution or the General Regulations and affecting postal administrations will apply to the public service operators and to the governmental authorities, in accordance with the national legislation of each country.

(Proposal 040, Committee 3, 4th meeting)

1.2 Political questions

Resolution C 3/Lausanne 1974

Participation by national liberation movements in the meetings of the UPU

Congress,

Recalling

United Nations General Assembly resolution 3118 (XXVIII) requesting the specialized agencies to take all necessary measures to ensure that national liberation movements are represented at meetings of the specialized agencies,

Recalling further

- a resolution 29 of the ITU Plenipotentiary Conference (Malaga-Torremolinos) 1973 agreeing to the participation, as observers, of national liberation movements recognized by the regional inter-governmental organizations in the conference and meetings of the ITU;
- b resolution 13/17 of the FAO Conference requesting the Director-General of the FAO to take the necessary measures, through the Organization of African Unity, to facilitate immediate participation by national liberation movements in its meetings;
- c resolution A 27/38 of the 27th World Health Assembly extending an invitation to representatives of national liberation movements recognized by the regional inter-governmental organizations concerned,

Convinced

that participation by national liberation movements in the meetings and other activities of the UPU would ensure an improvement in the living conditions of the peoples in liberated areas,

Aware

that such participation would contribute subsequently to the economic and social development of these liberated territories placed under the control of liberation movements,

Decides

that national liberation movements recognized by the Organization of African Unity or by the League of Arab States may attend UPU Congresses as observers.

(Documents of the 1974 Lausanne Congress – volume II: pages 916 to 920)

Resolution C 4/Lausanne 1974**Assistance to national liberation movements**

Congress,

Recalling

United Nations General Assembly resolution 3118 (XXVIII) urging all specialized agencies of the United Nations to render, as a matter of urgency, all possible moral and material assistance to the colonial peoples in Africa struggling for their liberation from colonial rule and requesting all specialized agencies in cooperation with the Organization of African Unity and through it, to work out and implement concrete assistance programmes to the peoples of Angola, Mozambique, Southern Rhodesia and Namibia, including in particular the peoples in the liberated areas of those territories and their national liberation movements,

Recalling further

- a paragraph 8 of the same resolution recommending all governments to intensify their efforts in the specialized agencies to ensure the full and effective implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples and to accord priority to the question of providing assistance on an emergency basis to peoples in the colonial territories and to their national liberation movements; and
- b paragraph 9 urging the executive heads of the specialized agencies to formulate and submit to their respective governing bodies, as a matter of priority and with the active cooperation of the OAU concrete proposals for the full implementation of the relevant United Nations decisions,

Decides

to instruct the Executive Council of the UPU and the International Bureau to take all steps calculated to give concrete material help to those movements.

(Documents of the 1974 Lausanne Congress – volume II: pages 921 to 923)

Decision C 92/Lausanne 1974**Representation of the Organization of African Unity (OAU)**

Congress,

Decides

to admit the Organization of African Unity (OAU) to take part, as an observer, in the work of the 17th Universal Postal Congress and in all future meetings of the bodies of the UPU.

(Documents of the 1974 Lausanne Congress – volume II: pages 872 to 875)

Resolution C 7/Rio de Janeiro 1979

Participation by the League of Arab States in the meetings of the UPU

Congress,

Considering
that the League of Arab States is an international organization at Arab government level,

Considering
the collaboration and cooperation which exist between the United Nations and the League of Arab States,

Considering
that participation by the League of Arab States in the work of UPU bodies is of special interest to the UPU, now and in the future,

In view of
resolution C 3 of the 1974 Lausanne Congress concerning national liberation movements recognized by the League of Arab States,

Decides

to agree that the League of Arab States may participate as an observer at all the meetings of UPU bodies, starting with the 18th Congress.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1183, 1212, 1731)

1.3 General Debate and Postal Strategy

Resolution C 30/Hamburg 1984

Quality control

Congress,

Recalling
the deliberations at the 1979 Rio de Janeiro Congress concerning the future of the Post and, in particular, the expressions of concern at the seemingly precarious position of the postal business in the face of technological developments in rival communications businesses as well as direct competition from private organizations providing parallel postal services,

Noting
that in the course of the deliberations at the Congress the view was expressed by a number of administrations that it was necessary to be vigilant in the maintenance and improvement of service standards in order to enhance the reputation of the postal service as a viable and reliable means of communication,

Noting further

that in the subsequent studies carried out by the CCPS concerning the future of the Post, in the execution of the 1979–1984 work programme, a strong view emerged to the effect that the efficient operation of the postal service, at standards coincident with customer expectation, should be of paramount concern to all postal administrations as they survey their business futures,

Considering

the study carried out by the CCPS, in the course of its 1979–1984 work programme, on quality controls in respect of collection, counter, sorting and delivery operations, which set out to determine the nature of work performance monitoring controls employed by administrations,

Noting

that it emerges from the general conclusions reached in the study that, while some administrations have developed quite effective quality control systems in the various operational phases, an alarming absence of effective quality controls was nevertheless also noted,

Being informed

of the view expressed by the CCPS to the effect that administrations have an urgent need to review their quality control policies,

Considering

that the efficiency of the postal operation depends particularly on the accurate execution of basic functions by postal staff and that, in the process of striving to meet service standards, it is vital for postal administrations to utilize effective work performance monitoring controls as a means of maintaining, improving and measuring efficiency,

Urges

postal administrations:

- a to recognize the close relationship that exists between effective quality control and the viability of the postal business at all levels of operation, making it possible in particular to meet customer requirements;
- b to examine the effectiveness of their various quality control systems (or measures) and their capacity to provide satisfactory results; where necessary, to take steps to strengthen and improve these systems (or measures) in the interests of securing for the Post a stronger position on the communications market.

(Documents of the 1984 Hamburg Congress – volume II: pages 158, 178, 601)

Resolution C 5/Washington 1989

Permanent control of the quality of service worldwide

Congress,

Noting

- the encouraging results of the transmission-time monitoring operations resulting from the implementation of the Declaration of Hamburg;
- the great interest aroused by these operations among the member countries,

Considering

that improving the quality and speed of mail circulation and international exchanges is a priority objective in order to safeguard the public image of the Post, effectively combat competition from private couriers and provide a response to remailing firms,

Convinced

of the ability of administrations to bring about a substantial and lasting improvement in the quality of their mail circulation through increased vigilance in the organization and operation of the services and coordinated monitoring activities,

Requests

all postal administrations urgently:

- to evaluate the effectiveness of their different quality control systems and their capacity to give satisfactory results, and, where applicable, to take steps to strengthen and improve these systems;
- to monitor systematically, with their own facilities, the handling times for international mail (inward and outward) in their services in accordance with a fixed and adequate frequency;
- to take an active part in the monitoring operations organized by the International Bureau;
- to take immediately, where appropriate, such correction measures as may improve the quality of the service, in the interests of ensuring the Post a stronger position on the communications market,

Requests

the Restricted Unions to do everything in their power to facilitate the attainment of the aforementioned objectives,

Instructs

the International Bureau:

- to continue its regular monitoring of mail transmission times worldwide;
- to submit, to this end, for the approval of the CCPS, a methodology based on:
 - the Declaration of Hamburg;
 - the wide experience acquired over the last four years by the UPU, the Restricted Unions and postal administrations, and which will as far as possible lead to the establishment of international mail circulation standards;
- to approach administrations or services responsible for the delays and shortcomings noted in order that the necessary correction measures may be taken quickly;
- if need be, to help administrations improve the situation;
- to establish as soon as possible such a control system for the world EMS network,

Instructs

the Executive Council and the Consultative Council for Postal Studies to follow the work arising from this resolution and to take such measures as they may deem necessary.

(Proposal 013, 10th plenary meeting; Congress – Doc 78.1, 14th meeting)

Resolution C 22/Washington 1989

Permanent project to safeguard and enhance the quality of and to modernize the international postal service

Congress,

Considering

the particularly rapid development of the communications market under the combined effect of technological progress and powerful competition,

Noting

the encouraging results of the efforts made following the Declaration of Hamburg to improve the quality of mail circulation,

Recognizing

the need for the Union to advance further along the path of concrete action in order to enable the Post to safeguard and improve its position on the communications market, thanks to a determined campaign to promote service quality and diversify the services rendered,

Convinced

of the urgent necessity for the Post to respond better to customers' requirements and thereby to combat the competition more vigorously,

Decides

in favour of implementing a permanent project to safeguard and enhance the quality of and to modernize the international postal service, comprising in particular the following activities:

- monitoring the quality of postal exchanges through detailed analysis of transmission times and action by consultants in the field to help solve the problems arising and promote initiatives to improve the performance of the international postal service;
- transport flow studies to rationalize and modernize postal links;
- development of EMS;
- monitoring the competition in order to react appropriately;
- market research enabling administrations to adjust services to customer needs and introduce new services;
- various initiatives dictated by evolving technologies and needs,

Instructs

the Executive Council, in cooperation with the CCPS and the International Bureau, to take the measures necessary to attain meaningful results in the various fields covered by the project and to submit a report to the next Congress,

Exhorts

- a the member countries of the Union:
 - to do everything in their power to improve the quality of the postal services rendered and to extend the range of those services in accordance with the customers' needs;
 - to cooperate fully in the project designed to stimulate their initiatives and to reap the maximum benefit from the implementation of the activities undertaken;
- b the member countries and the Restricted Unions to give active support to the operations embarked upon under this project, especially those conducted in the field.

(Proposal 010, 10th plenary meeting; Congress – Doc 78.1, 14th meeting)

Resolution C 60/Beijing 1999

Formation of a Strategic Planning Working Party

Congress,

Following

the proposals presented by the Council of Administration and the Postal Operations Council,

Conscious

of the need to improve the Union's strategic planning process,

Taking account

of the in-depth discussions held in the two Strategic Planning Working Parties (CA and POC) on the need to improve the implementation and permanent monitoring of the UPU Strategic Plan,

Decides

to create a Working Party common to both Councils, whose basic terms of reference are as follows: "The Strategic Planning Working Party (SPWP) shall meet, in principle, on the occasion of each annual session of the Councils. Its basic task shall be to advise the CA and the POC on strategic planning matters; for that purpose, the members of the Working Party shall regularly assess the status of implementation of the Union's Strategic Plan, propose the necessary reorientations and adjustments, giving, on the one hand, an explanation of the new activities to be undertaken and, on the other, the reasons for which certain activities may be discontinued",

Further decides that

- the SPWP shall be composed of ten members, five from the POC and five from the CA;
- the Working Party shall come under the POC;
- the countries applying for membership of this Working Party shall commit themselves to designating persons competent in the major areas of activity arising from the objectives of the Union and with practical experience in planning;
- the member countries of the Working Party shall be appointed at Congress, by each of the two newly elected Councils, during their constituent meeting;
- the Councils shall allow the Working Party complete freedom to organize its work and appoint its Chairman itself from amongst its members;
- the Working Party shall submit its reports to the two Councils.

(Proposal 016, Committee 3, 4th meeting)

Resolution C 103/Beijing 1999

Beijing Postal Strategy

Congress,

Considering

the UPU mission statement, as defined in resolution CA 10/1998, namely:

"The mission of the UPU is clear from its Constitution.

The mission of the Union is to develop social, cultural and commercial communications between all peoples throughout the single postal territory by the efficient operation of the postal services described in the Acts.

In order to fulfil this mission, the members of the Union undertake to:

- *ensure that all postal users/customers enjoy the right to a universal postal service;*
- *guarantee freedom of transit and the free circulation of postal items;*
- *secure the organization, development and modernization of the postal services;*
- *promote and participate in postal technical assistance between member countries;*
- *ensure the interoperability of postal networks by implementing a suitable policy of standardization;*
- *meet the changing needs of customers;*
- *improve the quality of service."*

Taking account of

- the fruitful and intensive discussions which took place during the UPU Strategy Conference (Geneva, 13 and 14 October 1997);
- the preparatory work carried out during the two Strategic Planning Fora held in 1997 and 1998;
- the work of the Council of Administration and the Postal Operations Council in the area of strategic planning;
- the expertise acquired in this area by the International Bureau;
- the conclusions and views expressed during the General Debate which took place in Beijing on 26 and 27 August 1999 on the theme *"The Universal Right to Communication – Challenges and Opportunities for the Post"*;
- the results of the work of Congress as a whole,

Also taking account of

the draft strategic plan of the Union for 2000–2004, bearing the general name of the "Beijing Postal Strategy", as prepared by the International Bureau, accepted by the POC and approved by the CA, which draft takes account of the views expressed during a general consultation of all Union member countries and the Restricted Unions and was supplemented following the General Debate (Congrès–Doc 64 and Add 1 and 2) and further supplemented by a foreword by the Director-General of the International Bureau giving his vision of the future (Congrès–Doc 64.Add 3),

Aware

of the urgent and continuing need to adapt the provision of postal services to customer needs,

Approves

the Beijing Postal Strategy,

Appeals urgently

to Governments, postal administrations and the Restricted Unions to implement parts I–A and I–B respectively ¹ of the Beijing Postal Strategy (Congrès–Doc 64.Add 1) and, to this end, to:

- pay close attention to the conclusions of the General Debate;
- take on board the objectives formulated;
- implement all the strategies assigned to them, adapting them as appropriate to their national and legislative particularities;
- take whatever steps are needed to put these strategies into practice as completely and rapidly as possible;
- participate in follow-up and evaluating surveys undertaken by the competent bodies of the Union,

Invites

the Restricted Unions to integrate the relevant elements of the Beijing Postal Strategy into their priorities and their postal development programmes,

Instructs

the permanent bodies of the Union:

- to implement part II of the Beijing Postal Strategy entitled "Action by the permanent bodies of the Union" (Congrès–Doc 64.Add 2);

¹ Part I–A concerns Governments, while part I–B concerns administrations and the Restricted Postal Unions, with the exception of the CERP (European Committee for Postal Regulation) which, by virtue of its nature, is covered by part I–A.

- to take without delay, within the framework of their respective competencies, all appropriate measures to attain the objectives set and, to this end, to:
 - determine the most effective and fastest means of implementing the strategies by defining tactics, in other words all means to be employed in order to secure the desired results,
 - rank the various tactics according to priority under the strategies for which they have been given responsibility,
 - establish a system for evaluating the results obtained (performance measurement),
 - support member countries in the implementation of the Beijing Postal Strategy, in particular by establishing procedures for carrying out the strategies and assigning the additional resources needed – within the financial limits set – in order to carry them out;
- to regularly examine the state of implementation of the Beijing Postal Strategy and, following this examination, to:
 - make whatever changes in direction and adjustments are necessary,
 - reassign available resources, whilst respecting the budgetary ceilings set by Congress as regards the resources coming from the budget of the Union,
 - take account of the results, as and when they appear, of the continuing study on improving the management of the Union's work;
- to report to the next Congress on the results obtained and the experiences recorded, presenting simultaneously to Congress relevant proposals for overcoming difficulties and weaknesses identified in the international postal service.

(Proposal 017, 9th plenary meeting)

1.4 Miscellaneous

Resolution C 55/Seoul 1994

Postal relations on the Korean peninsula

Congress,

Recognizing

the spirit of the Constitution which calls for the member countries to develop communications between their peoples through the efficient operation of postal services and to contribute to the attainment of the noble aims of international collaboration in the cultural, social and economic fields,

Reaffirming

the scope of the Union as defined in article 1 of the Constitution according to which the member countries shall comprise a single postal territory for the reciprocal exchange of letter-post items and according to which freedom of transit shall be guaranteed throughout the entire territory of the Union,

Recalling

the urgent appeal made in resolution C 37/Lausanne 1974 to the Governments of the member countries to refrain as far as possible from interrupting or hindering postal traffic, especially the exchange of correspondence containing messages of a personal nature, in the event of dispute, conflict or war,

Noting

that the direct exchange of postal items does not exist within the Korean peninsula,

Seizing

the opportunity of its meeting in Seoul,

Requests

the Democratic People's Republic of Korea and the Republic of Korea to institute postal exchanges between them as soon as possible,

Instructs

the Director-General of the International Bureau to take such action as he may consider appropriate in this area,

Also requests

the member countries of the Union to support the full implementation of the Constitution on the Korean peninsula, including the freedom of postal exchanges between the North and the South.

(Congress – Doc 93, 10th plenary meeting)

Resolution C 91/Seoul 1994**Financing the priority activities of the Union**

Congress,

Concerned

at the level of the Union's Voluntary Fund for the 1996–2000 financial period,

Considering it necessary

to urgently reinforce the sources of funding for priority Union activities,

Considering

the urgent appeals made by the Executive Council and the International Bureau to all Union member countries during the period from 1992 to 1994, asking them to make a voluntary contribution in addition to their contribution to the regular budget of the Union,

Taking due account

of a decision by the Executive Council (CE 7/1994) instructing the International Bureau to prepare a draft Congress resolution along these lines,

Invites

all Union member countries to make extra-budgetary contributions for financing the priority activities of the Union,

Instructs

the Council of Administration, the Postal Operations Council and the International Bureau to take appropriate measures, each within its own sphere of responsibility, for the maintenance of an extra-budgetary fund.

(Congress – Doc 19, Committee 2, 3rd meeting)

Recommendation C 15/Beijing 1999**Environment – Adoption, in the context of the Post, of a policy on sustainable development**

Congress,

Recalling

- a the United Nations Conference on Environment and Development held in Rio de Janeiro in 1992;
- b that 176 countries signed "Agenda 21" enshrining the concept of sustainable development at that Conference,

Noting

- a that "Agenda 21" relates to urgent current problems concerning the development of the environment and is intended to prepare the world for the challenges of the next century;
- b that its successful implementation is the responsibility of governments;
- c that the United Nations system has a fundamental role to play in this regard;
- d that it is important to decentralize efforts undertaken in favour of sustainable development, as recognized in "Agenda 21", and that it is also essential to invite international, regional and subregional organizations to participate;

- e that each "Agenda 21" signatory country undertook to draw up its own "Agenda 21" (national Agenda 21);
- f that, irrespective of "Agenda 21", a number of countries are adopting the concept of sustainable development by initiating local activities which take into consideration large conurbations;
- g that, in the management of problems relating to environmental conservation, there is a lack of integration of environmental aspects in national policy and in national planning at sectoral level,

Considering

- a that the UPU has established an environmental protection policy and is endeavouring to pursue this policy;
- b that, during the Beijing Congress, a declaration on this topic will be adopted;
- c that activities initiated by postal operators will have greater impact and be more effective if they are encouraged at high level,

Recommends

- that the permanent bodies of the Union adopt the concept of sustainable development, within the framework of the Union's mission, promoting appropriate environmental protection activities;
- that the Council of Administration, in cooperation with the International Bureau, conducts a study to assess the feasibility of preparing an "Agenda 21" for the postal sector, taking into account the challenges and exploiting the relevant possibilities of the concept of sustainable development;
- that the International Bureau:
 - establishes contacts with the ministers responsible for the postal sector and encourages them to lay down postal policy guidelines on environmental protection;
 - cooperates with the Restricted Unions in providing assistance to member countries for the establishment of such guidelines by taking the necessary measures, if need be, with governmental bodies (ministries responsible).

(Proposal 047, Committee 6, second meeting)

Resolution C 16/Beijing 1999

Beijing Declaration on Environmental Protection

Congress,

Aware

of the imperative need to reduce pollution and recycle waste materials, and of the fact that postal administrations, which every day handle products of all kinds that must be discarded after use, have the opportunity to introduce changes with regard to environmental protection, both nationally and internationally:

- by helping to reduce pollution,
- by purchasing environmentally designed products so as to preserve the commonwealth of natural resources,
- by using energy efficiently and cost-effectively,
- by promoting sustainable economic and resource development initiatives,

Considering

the results of the two "The Post and the Environment" symposia held in 1996 and 1998 under the auspices of the Postal Operations Council at UPU headquarters, Berne,

Wishing

to formally record the UPU's commitment to contributing to the sustainable development of society, on the basis of guiding principles that must underlie its environmental protection activity,

Approves

the "Beijing Declaration on Environmental Protection",

Requests

- the two UPU Councils, each within its respective area of responsibility, to develop and adopt an environmental protection programme that takes account of the guidelines and principles of the "Beijing Declaration on Environmental Protection";
- in particular, all postal administrations of Union member countries:
 - a to become familiar with the principles of the "Beijing Declaration on Environmental Protection";
 - b to actively pursue the immediate implementation of this declaration to the extent possible in their area of responsibility;
 - c to maintain regular contact with the International Bureau on steps taken as assistance needed or available;
 - d to foster national correspondents' contacts with national authorities responsible for environmental protection and with non-governmental organizations and national associations dealing with environmental protection issues;
 - e to use the tools made available by the International Bureau (Operational Guide, data sheets on ecologically hazardous products used by the postal services, etc);
 - f to provide the International Bureau with the information needed for regular updating of the Operational Guide on the Environment,

Instructs

- the Postal Operations Council to reconstitute the "Post and the Environment" Programme Management Team, assigning it the task of focusing on the following actions during implementation of the five-year programme:
 - a performing a baseline survey of administrations' environmental activities;
 - b creating a website devoted to environmental issues, giving the addresses of contact persons in this field;
 - c carrying out audits of the effects of postal activities on the environment;
 - d organizing training in environmental protection;
 - e designing a reward system for environmental actions;
 - f preparing and distributing files on environmental actions and on the best practices in this field,

Instructs

- the International Bureau
 - a to prepare data sheets on ecologically hazardous products used by postal services and any national regulations governing them, as well as possibilities of using alternative products;
 - b to provide these data to postal administrations periodically;
 - c to update the Operational Guide on the Environment regularly on the basis on information provided by postal administrations and other information obtained from the United Nations Environment Programme (UNEP) or other organizations dealing with environmental issues;
 - d to provide support to the Environment Programme Management Team within the Postal Operations Council.

(Proposal 063, Committee 6, second meeting)

Recommendation C 40/Beijing 1999

Participation in UPU work of new financial entities operating on the postal payment services market

Congress,

In view of

1994 Seoul Congress resolution C 29 about notification from member countries to the International Bureau concerning the designation of the entity or entities to be responsible for fulfilling the obligations arising from adherence to the Convention and Agreements and notification of the separation of governmental activities from operational and commercial activities in the case of those countries which apply this separation to postal services,

Noting

the fact that, in more and more countries, traditional postal financial service structures are being reorganized, postal banks created and these new entities being separated from the Post,

Noting

that most of these new entities are at a disadvantage when it comes to benefiting from the results of the work of the UPU and the application of its decisions in the field of postal financial services,

Considering

the need to preserve a spirit of cooperation, the advantage of the universality of the principles and operational procedures for executing international postal financial services whilst giving such entities the possibility of access to UPU work in the field of postal financial services,

Considering

the case where a member country may decide to designate several entities, either public or private, to operate the financial services and fulfil the obligations arising from accession to the Postal Payment Services Agreement,

Recalls

that Seoul Congress resolution C 29 recommends member countries which separate governmental and regulatory activities from commercial and operational ones to notify the International Bureau within six months of signing the Acts of the Union of the name and address of the entity or entities responsible for fulfilling the obligations arising from accession to the UPU Agreements, including the Postal Payment Services Agreement,

Recommends

that the Council of Administration and Postal Operations Council:

- study the status of the new entities providing payment products and services on the world market which have been created separately from the postal enterprise but which cooperate with the Post;
- launch a study and, as appropriate, set up a body (Conference or Contact Committee) to provide and expand collaboration between the UPU and financial institutions cooperating with the Post on the payments market.

(Proposal 40. 0.5, Committee 5, 2nd meeting)

Resolution C 105/Beijing 1999**Increased participation of interested parties in the Union's work – Governmental policies on postal issues**

Congress,

In view of
the 1994 Seoul Congress resolution C 59 instructing the Council of Administration to review the status of members, and in particular the possibility for representatives of parties concerned by international postal activity to participate in certain Union work,

Noting
the role of the Council of Administration in monitoring developments with respect to governmental policies on postal issues and in considering international regulatory developments such as those relating to trade in services and to competition,

Recognizing
that studies undertaken and decisions made by the bodies of the Union are of increasing interest to users of international mail services, including consumer associations and major customers, and also to private operators and to associations of postal employees,

Considering
the mutual benefit for such interested parties of contributing to the Union's work,

Authorizes

the Council of Administration to establish an Advisory Group with membership open to members of the Council of Administration and the Postal Operations Council, to Restricted Unions and to international non-governmental organizations such as consumers' organizations, organizations of private operators, organizations of labour unions, and of users' organizations whose interests and activities are directly related to the objectives of the Union and which are able to contribute to the latter's work,

Decides

that the Council of Administration will elect from among its members the Chairman of the Advisory Group,

Asks

the Chairman of the Advisory Group to convene Advisory Group meetings twice a year in conjunction with the sessions of the Council of Administration and the Postal Operations Council,

Decides

- to leave it to the Council of Administration, in consultation with the Postal Operations Council, to organize and arrange the activities of the Advisory Group;
- that the Council of Administration Management Committee should be invited to initiate the first meeting in 2000 and to invite participation from relevant international non-governmental organizations whose interests and activities are directly related to the objectives and activities of the Union. Once established, the Advisory Group should draw up its rules of procedure and make recommendations on its future membership to the Council of Administration,

Invites

the Council of Administration to consider the following activities as falling within the scope of the Advisory Group:

- to consider the agendas of meetings of Congress, the Council of Administration and the Postal Operations Council and their respective Committees;
- to consider the Acts adopted by Congress, the plenary and committee documents of the Council of Administration and the Postal Operations Council (except for those to which access is to be restricted);
- to consider the texts of the resolutions and decisions and any other Regulations adopted by these UPU bodies;
- to provide written statements on agenda items of interest to the UPU bodies;
- to submit suggestions to the Council of Administration or the Postal Operations Council,

Instructs

the Council of Administration, in coordination with the International Bureau:

- to ensure that adequate arrangements are made for meetings, translation and interpretation expenses and for the furnishing of documents;
- to consider costs and to develop proposals for financing the Advisory Group and to determine appropriate procedures for allocating expenditure among the non-governmental Advisory Group members and for receiving reimbursements for this expenditure.

(Proposal 076, Committee 3, 6th meeting)

Resolution C 109/Beijing 1999**Management of the Union's work**

Congress,

Recognizing

- the continuing rapid changes in the international postal market and the postal environment generally;
- the need for the UPU, like all its members, to keep its aims, objectives, structures and methods constantly under review, and to adapt and modernize itself in the light of changing circumstances;
- the need to reduce administrative costs to a minimum in order to create a surplus that can be invested in the sustainable development of postal services,

Taking into account

- the changes introduced in the UPU's structures and procedures at the Seoul Congress;
- the work conducted since Seoul within the framework of Council of Administration WP 1.1 as summarized in Congrès-Doc 69, including, particularly, the consultant's report by A D Little, and the decisions to be taken by the Beijing Congress arising from this work;
- the existence of the Restricted Unions, with which bodies the UPU maintains relations based on an important synergy,

Decides

- i to more clearly define the respective roles and membership of the Council of Administration and the Postal Operations Council in order to differentiate more clearly between their respective policy-making and operational roles. In particular, the Council of Administration should have a more precisely defined role in determining policy, in managing the pro-

- gramme and budget process, in setting overall priorities, in monitoring progress and in evaluating results;
- ii to delegate all but the most strategic decision-making powers to the Council of Administration and Postal Operations Council; which are also responsible for organizing their own work and establishing their own structures on the basis of Committees and other bodies, in line with their functions and responsibilities as stipulated in the relevant provisions of the Acts of the Union and as supplemented by any Congress decisions;
- iii that the International Bureau should be restructured to reflect the changing requirements,

Instructs

the Council of Administration, in consultation with the Postal Operations Council where appropriate:

- iv to streamline its structure to allow for:
 - a its more clearly delineated responsibilities for UPU policy issues (strategic planning, programmes and budget processes, etc);
 - b regulatory issues;
 - c the effective participation of all interested stakeholders;
 - d for the requirement to respond to fast-moving issues by setting more specific targets and objectives and more rapid and effective results. In the light of this streamlining, to reduce the number of permanent committees; each committee being empowered, where necessary, to establish short-term project teams to work on specific issues. In this context the Council of Administration should also review its working practices such as frequency and duration of meetings;
- v to plan activities and expenditure effectively, by linking them more closely to the strategic plan and its objectives; to prioritize activities and expenditure in an agreed and structured manner; to seek to increase resources by identifying more clearly those activities requiring extra-budgetary funds and soliciting them from members' countries; to monitor the management of the budget and funds in an even more transparent manner and to develop and introduce a system of flexible financing;
- vi to further review the UPU mission, structure, constituency, financing, decision-making and budgetary processes and to make recommendations for any changes;
- vii to determine how the UPU can further strengthen its activities in support of the universal service;
- viii to review the technical cooperation activities of the UPU and to determine how these might be strengthened and improved;
- ix to review the implications for the UPU of ongoing work in the WTO and to decide how to establish effective liaison between the two organizations;
- x to develop a regulatory framework for terminal dues;
- xi to base itself to the extent it sees fit on the outgoing Council of Administration's views about the composition and duties of the Committees and the other bodies as set forth in Congrès-Doc 69;
- xii to take into consideration the mission of the Restricted Unions in order to avoid duplication of work and thus improve performance,

Instructs

the Postal Operations Council, in consultation with the Council of Administration where appropriate to:

- xiii streamline its structure to allow for its more clearly delineated responsibilities in line with agreed priorities and in order to be able to respond to fast-moving issues by setting more specific targets and objectives and producing more rapid and effective results and to allow for the effective participation of all interested stakeholders. In the light of this streamlining, to reduce the number of permanent committees and enable the creation of specific project teams task forces to consider working practices such as frequency and duration of meetings;
- xiv base itself to the extent it sees fit on the outgoing Council of Administration's views about the composition and duties of the Committees and the other bodies as set forth in Congrès-Doc 69,

Invites

the Secretary-General:

- xv to implement proposals for restructuring the International Bureau in line with the above developments and to introduce his human resources management policy for the next five years;
- xvi to prepare and submit a report on outreach and communication to the Council of Administration;
- xvii to reach an agreement with the Restricted Unions whereby they, through their experience and means of action, participate with the UPU in the restructuring studies.

(Proposal 039, Committee 3, 7th meeting)

Resolution C 110/Beijing 1999**Continuation after the Beijing Congress of the study on the mission, structure and management of the Union's work**

Congress,

In view of

the mandate given to the Council of Administration to continue to review the UPU mission, structure, constituency, financing, decision-making and budgetary processes and to make recommendations for any changes,

Recognizing

- the continuing rapid changes in the international postal market and the postal environment generally;
- the need for the UPU, like all its members, to keep its aims, objectives, structures and methods constantly under review, and to adapt and modernize itself in the light of changing circumstances and to reflect the interests of all its members; the need to maintain the momentum for adapting the UPU to be fully effective in a rapidly changing postal environment,

Decides

- to establish a High Level Group on the future development of the UPU, within the framework of the Council of Administration, and reporting to it;
- that the Group should comprise representatives of 15 to 20 member countries, with due regard to geographical representation;
- that the cost of meetings of the Group will be financed from the regular budget;
- that the International Bureau will provide the necessary support for the Group and will keep all Union members informed;
- that the mandate of the Group is to consider the future mission, structure, constituency, financing and decision-making of the UPU, with particular reference to the development needs of developing countries and the need to more clearly define and distinguish between the governmental and operational roles and responsibilities of the bodies of the Union with respect to the provision of international postal services;
- that the High Level Group will be invited to develop proposals for consideration by the Council of Administration;
- that the High Level Group will be invited to present an interim report to the Council of Administration meeting in 2000 and a final report to the Council of Administration meeting in 2001; copies of these reports will also be provided to the POC,

Invites

the Council of Administration:

- to take full account of the High Level Group reports and proposals in its work on considering the future role and structure of the UPU;
- to formulate, at its 2001 meeting, specific recommendations on these questions,

Authorizes

the Council of Administration

to convene, if necessary, in 2002 a High Level Meeting of all UPU members to consider the recommendations. and give direction on the way forward. Such a Conference should normally last two or three days, and certainly not more than five.

(Proposal 077, Committee 3, 7th meeting)

Resolution C 111/Beijing 1999**High Level Strategy Conference. "World Postal Policy Forum" to discuss postal sector policy and strategy in a changing environment**

Congress,

Accepting

proposals 022 and 031 in principle,

Aware however

that the cost of implementing proposals must be borne in mind and that there is a possibility of making savings through combination with the meeting planned under proposal 077 adopted by Congress,

Decides

to refer to the Council of Administration, for coordination, proposals 022 and 031 concerning the High Level Strategy Conference and the establishment of a "World Postal Policy Forum" to discuss postal sector policy and strategy in a changing environment.

(Proposals 022 and 033, Committee 3, 7th meeting)

Resolution C 115/Beijing 1999**Participation of Palestine in the work of the Union**

The 22nd Universal Postal Congress (Beijing 1999),

Recalling

- a the Charter of the United Nations and the Universal Declaration on Human Rights;
- b United Nations General Assembly resolution A/Res/52/250 adopted on 7 July 1998 in which further rights were granted to Palestine as an observer;

- c the decision of the 17th Universal Postal Congress concerning the participation of recognized liberation movements in its work (C 3/1974);
- d United Nations General Assembly resolution 43/177 of 15 December 1988 by which it was decided to use the designation "Palestine" instead of "Palestine Liberation Organization" within the United Nations system;
- e the ITU resolution (Minneapolis 1998) which granted Palestine an international code and radio frequency management and further rights, except the right to vote,

Considering

- a the preamble to the Constitution stipulating the need for developing "communications between peoples by the efficient operation of the postal services";
- b that, for the objectives of the UPU to be fulfilled, the latter must have a universal character,

Considering also

that several – though not all – UPU member countries recognize Palestine as a State, that it enjoys full membership of the Group of Asian States and the Economic and Social Commission for West Asia, that it is also a full member of the League of Arab States, the Non-aligned Movement and the Islamic Conference,

that Palestine is desirous of contributing to the achievement of the inalienable rights of the Palestinian people, thus achieving a just and comprehensive peace in the Middle East,

Decides

- i to confer upon Palestine in the capacity as an observer the rights of directly exchanging postal services with the Union member countries;
- ii that in addition to Palestine's right to participate in all conferences and meetings of the UPU and its bodies as an observer, Palestine shall have the following rights without prejudice to the existing rights and privileges:
 - a the right to participate in the General Debate held at Congresses,
 - b the right to raise points of order related to the proceedings on Palestine and the Middle East issues, provided that the right to raise such a point of order shall not include the right to challenge the decision of the presiding officer,
 - c the right to co-sponsor draft resolutions concerning Palestine and the Middle East issues. Such drafts shall be put to a vote only upon request by a Member State,
 - d the Palestinian delegation shall be seated immediately after the last Member State,
- iii Palestine shall not have the right to vote or to put forward candidates.

(Congrès–Doc 26.Add 2. Annexe 1, 6th plenary meeting)

2 Acts of the Union

2.1 General

Resolution C 1/Brussels 1952

Opinions, interpretations and formal opinions adopted by a Congress

The 13th Congress, meeting at Brussels, considers and formally declares that the opinions, interpretations and formal opinions relating to the Acts of the Union, adopted by various Congresses and referred to in the minutes of the meetings, do not have the same legal value as the Acts to which they apply. The purpose of these opinions, interpretations, etc, is to facilitate, where necessary, the interpretation of the Convention and the Agreements.

(French Documents of the 1952 Brussels Congress – volume II: pages 141, 317, 318)

Recommendation C 1/Vienna 1964

Accession to the Agreements

A number of member countries do not sign the UPU Agreements relating to certain optional services even though these services exist in their countries. Instead they conclude bilateral Agreements with other member countries in order to regulate this service at the international level. There results from this, rules which differ from those of the UPU and a certain slowing down in the performance of postal operations. Congress therefore recommends that member countries should consistently sign all the Acts of the Union which concern a branch of the postal service existing in these countries.

(French Documents of the 1964 Vienna Congress – volume II: pages 658, 1347)

Resolution C 1/Lausanne 1974

Publication of the Resolutions and decisions other than those amending the Acts (recommendations, formal opinions, etc) adopted by Congress

Congress,

Recalling

the interpretation of the Vienna Congress that the expression "decisions taken by Congress" in article 101, paragraph 5, end, of the General Regulations, includes not only decisions which are the subject of a provision introduced into the Acts but also any other form of decision, such as opinions, formal opinions, resolutions and interpretations concerning the application of the Acts and the operation of the bodies of the Union,

Considering

resolution C 1 of the 1969 Tokyo Congress, by virtue of which the International Bureau published a Compendium of Congress decisions (Paris 1947–Tokyo 1969),

Recommends

the Government of the host country of Congress to notify to the Governments of the member countries of the Union at the same time as the definitive Acts of Congress the other decisions adopted by the latter,

Instructs

the Director-General of the International Bureau:

- a to publish in the definitive documents of each Congress all the decisions adopted by that Congress;
- b to bring the Compendium of Congress decisions up to date after each Congress.

(Documents of the 1974 Lausanne Congress – volume II: pages 959 and 960)

Resolution C 32/Lausanne 1974**Union practice concerning reservations**

Congress,

Considering

on the one hand, article 22, paragraph 6, of the Constitution and, on the other hand, the practice observed thus far in the matter of reservations,

Confirms

the principle according to which reservations to the Acts of the Union must be made in the Final Protocols to these Acts, either on the basis of a proposal approved by Congress, or in accordance with the procedure governing the amendment of the Acts between Congresses, and that, upon admission or accession to the Union, new member countries may continue to benefit from reservations in the Final Protocols which were applicable to them previously in their capacity as part of a Union member country or because they were attached to the Union under article 3, b and c, of the Constitution.

(Documents of the 1974 Lausanne Congress – volume II: pages 989, 1244 to 1246)

Resolution C 73/Hamburg 1984**Reservations to the Acts of the Union**

Congress,

Concerned

to ensure that international postal services are provided in so far as possible in all member countries in accordance with the uniform regulations and conditions prescribed in the Acts of the Union,

Recognizing

the inalienable right of member countries to formulate reservations to the said Acts within the framework of the provisions in effect, in order to take account of their national peculiarities or other considerations,

Convinced

that minimizing the number of reservations would be in the interest of the member countries of the Union, as a whole,

Requests

the member countries of the Union to resort to the possibility of formulating reservations to the Acts only in cases of absolute necessity,

Instructs

the International Bureau to invite the member countries, before each Congress, to reconsider their reservations appearing in the Final Protocols to the Acts of the Union.

(Documents of the 1984 Hamburg Congress – volume II; pages 191, 339)

Resolution C 74/Hamburg 1984

Summary of the main amendments to the UPU Acts and of the major decisions taken by Congress

Congress,

Considering

the large number of decisions adopted by every Congress which have subsequently to be incorporated in the postal legislation or regulations of all Union member countries,

Noting

that this represents a heavy workload, in particular for the postal administrations of the developing countries,

Taking the view

that it is greatly desirable to make means of facilitating this work available to administrations,

Instructs

the International Bureau to publish a summary of the main amendments to the UPU Acts and of the major decisions taken by Congress.

(Documents of the 1984 Hamburg Congress – volume II; pages 191, 339)

Resolution C 29/Seoul 1994

Notification to the International Bureau of information from member countries concerning the designation of the entity or entities to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements and notification of the separation of governmental activities from operational and commercial activities in the case of those countries which apply this separation to the postal services

(For the text, see page 31.)

Resolution C 31/Beijing 1999

Continued recasting of the Acts

Congress,

In view of
Seoul Congress resolution C 59 on the continued recasting of the Acts,

Having noted with satisfaction
the result of the study by the CA and POC on the recasting of the Convention and Postal Parcels Agreement, and notably on the merging of these two Acts,

Taking account of
the fact that, during the consultations arranged by the POC, all the member countries of the Union had the opportunity to comment on the recast texts,

Noting
that the new texts take account of the comments from member countries,

Decides

- a to adopt, as the basis of its deliberations, the final draft of the Universal Postal Convention (Congrès-Doc 36.Add 1);
- b to approve and transmit to the POC, as reference texts for the preparation of the new Regulations, the following revised final drafts:
 - Letter Post Regulations (Congrès-Doc 36.Add 3 and 5);
 - Postal Parcels Agreement (Congrès-Doc 36.Add 4).

(Congrès-Doc 36 and Add 1 to 5, Committee 4, first meeting)

Decision C 104/Beijing 1999

Entry into force of the Acts of the 1999 Beijing Congress

Congress,

Decides

to set 1 January 2001 as the date of the entry into force of the Acts of the 22nd Congress.

(Proposal 068, Committee 3, 6th meeting)

2.2 Constitution

Decision C 72/Hamburg 1984

Jurisdiction of the Union – Interpretation of article 3, b, of the Constitution

Congress

Decides

that the term "post offices set up by member countries in territories not included in the Union" contained in article 3, b, of the Constitution shall henceforth designate post offices established by member countries in territories which are uncontrolled or jointly possessed, or internationalized by the international community.

(Documents of the 1984 Hamburg Congress – volume II: pages 191, 335 to 339)

2.3 General Regulations

Resolution C 106/Rio de Janeiro 1979

Introduction of Chinese, German, Portuguese and Russian for the supply of documents

Congress,

In view of
article 107, paragraphs 1 and 6, of the General Regulations,

Decides

- i that the costs to be borne by the Union for the reproduction of documents in Chinese, German, Portuguese and Russian shall not exceed 50 000 Swiss francs a year for each language group;
- ii that, within the limits of the ceiling thus fixed, the said language groups may use the services of the International Bureau in so far as this does not entail major complications for the reproduction of documents in French, Arabic, English and Spanish.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1093, 1094, 1252, 1410, 1417)

Resolution C 63/Hamburg 1984**Reproduction of documents in Chinese, German, Portuguese and Russian**

Congress,

In view of
article 107¹, paragraphs 1 and 6, of the General Regulations,

Taking into account
the genuine need for the reproduction of documents in Chinese, German, Portuguese and Russian,

Decides

that the amount of costs to be borne by the Union for the reproduction of documents in these languages shall not exceed the sum of 150 000 Swiss francs a year per language group.

(Documents of the 1984 Hamburg Congress – volume II: pages 191, 322, 323)

¹ Gen Regs (Seoul 1994), art 108.

2.4 Convention**Resolution C 112/Beijing 1999****Proposals referred to the POC**

Congress,

in accordance
with article 15, paragraphs 2, 3 and 10 of the Rules of Procedure of Congresses,

Instructs

the Postal Operations Council:

- a to integrate in the respective Regulations the proposals examined by Congress, the chosen texts for which are as follows:

Letter Post Regulations

25. RE 412.1, 25. RE 412.91, 25. RE 412.92: adopted without amendment.

Parcel Post Regulation

35. RE 301.1: adopted without amendment.

- b to integrate in the respective Regulations, after deciding on their placement, the proposals examined by Congress, the chosen texts for which are as follows:

Letter Post Regulations

20. 11.1/Rev 1, 20. 13.3/Rev 1: in the French version, the term "destinataire" has to be brought into line with the original English version.

Parcel Post Regulations

20. 13.3/Rev 1: in the French version, the term "desinataire" has to be brought into line with the original English version.

- c examine the following proposals and decide on their possible inclusion in the respective Regulations following the necessary adaptations:

Letter Post Regulations

20. 28.8

Parcel Regulations

20. 8.6/Rev 2

- d examine the following proposals concerning the respective Regulation:

Letter Post Regulations

25. RE 201.1	25. RE 409.5	25. RE 807.2
25. RE 201.2	25. RE 409.6	25. RE 807.3
25. RE 201.3	25. RE 411.1	25. RE 807.4
25. RE 203.1	25. RE 411.2	25. RE 807.5
25. RE 203.2	25. RE 501.1	25. RE 807.6
25. RE 204.1	25. RE 501.2	25. RE 807.7
25. RE 204.2	25. RE 501.3	25. RE 807.8
25. RE 204.3	25. RE 503.1	25. RE 807.9
25. RE 204.4	25. RE 503.2	25. RE 808.1
25. RE 205.1	25. RE 506.1	25. RE 808.2
25. RE 205.2	25. RE 506.2	25. RE 810.1
25. RE 205.3	25. RE 506.3	25. RE 811.1
25. RE 205.4	25. RE 506.4	25. RE 812.1
25. RE 206.1/Rev 1	25. RE 506.5	25. RE 813.1
25. RE 207.1	25. RE 506.6/Rev 1	25. RE 813.2
25. RE 209.1	25. RE 506.7	25. RE 815.1
25. RE 301.1	25. RE 601.1	25. RE 810.2
25. RE 301.2	25. RE 701.1	25. RE 815.91
25. RE 302.1	25. RE 701.2	25. RE 816.1
25. RE 302.2	25. RE 701.3	25. RE 818.1
25. RE 306.1	25. RE 701.4	25. RE 822.1
25. RE 306.2	25. RE 704.1	25. RE 822.2
25. RE 306.3	25. RE 707.1	25. RE 824.1
25. RE 309.1	25. RE 707.2	25. RE 825.1
25. RE 310.1	25. RE 707.3	25. RE 825.2
25. RE 310.2	25. RE 708.1	25. RE 826.1
25. RE 401.1	25. RE 710.1	25. RE 826.2
25. RE 403.1	25. RE 801.1	25. RE 826.3
25. RE 403.2	25. RE 803.1	25. RE 826.4
25. RE 403.3	25. RE 803.2	25. RE 829.1
25. RE 404.1	25. RE 803.3	25. RE 832.1/Rev 1
25. RE 406.1	25. RE 804.1	25. RE 832.2
25. RE 406.2	25. RE 804.2	25. RE 832.3
25. RE 409.1	25. RE 804.3	25. RE 1002.1/Rev 3
25. RE 409.2	25. RE 806.1	25. RE 1006.91
25. RE 409.3	25. RE 806.2	25. RE 1007.1/Rev 1
25. RE 409.4	25. RE 807.1	25. RE 1007.2

25. RE 1007.91	29. 19.2	35. RE 603.1
25. RE 1007.92	29. 31.1	35. RE 603.2
25. RE 1007.93/Rev 1	29. 31.2	35. RE 604.1
25. RE 1008.1	29. 31.3	35. RE 604.2
25. RE 1008.2/Rev 1	29. 32.1	35. RE 605.1
25. RE 1008.91	29. 32.2	35. RE 605.2
25. RE 1009.1	29. 32.3	35. RE 605.3
25. RE 1010.1	29. 48.1	35. RE 605.4
25. RE 1010.91/Rev 1	29. 51.1	35. RE 606.1
25. RE 1010.92/Rev 1	29. 55.1	35. RE 606.2
25. RE 1011.1	29. 56.1	35. RE 611.1
25. RE 1011.2	29. 61.1	35. RE 611.2
25. RE 1011.3	29. 61.2	35. RE 611.3
25. RE 1011.4	29. 62.1	35. RE 612.1
25. RE 1011.5	29. 62.2	35. RE 612.2
25. RE 1011.6	29. 62.3	35. RE 612.3
25. RE 1013.1	29. 63.1	35. RE 616.1
25. RE 1014.1	29. 64.1	35. RE 617.1
25. RE 1014.91		35. RE 617.2
25. RE 1015.1	<i>Parcel Post Regulations</i>	35. RE 617.3
25. RE 1015.2		35. RE 702.1
25. RE 1015.3	35. RE 105.1	35. RE 706.1
25. RE 1015.4	35. RE 105.2	35. RE 711.1
25. RE 1016.1	35. RE 107.2	35. RE 712.1
25. RE 1017.1	35. RE 109.1	35. RE 712.2
25. RE 1018.1	35. RE 109.2	35. RE 712.3
25. RE 1018.2	35. RE 109.3	35. RE 712.4
25. RE 1018.3	35. RE 110.1	
25. RE 1018.91	35. RE 110.2	37. RE 5.1
25. RE 1102.1	35. RE 112.1	37. RE 5.2
25. RE 1105.1	35. RE 201.1	37. RE 6.1
25. RE 1106.1/Rev 1	35. RE 201.2	37. RE 8.1
25. RE 1106.2	35. RE 201.3	37. RE 9.1
25. RE 1106.3	35. RE 202.1	37. RE 9.2
25. RE 1106.4/Rev 1	35. RE 202.2	37. RE 9.3
25. RE 1106.5	35. RE 206.1	37. RE 9.4
25. RE 1302.1	35. RE 208.1	37. RE 9.5
25. RE 1303.1	35. RE 304.1	37. RE 9.6
25. RE 1305.1	35. RE 304.2	37. RE 9.7
25. RE 1305.2	35. RE 305.1	
25. RE 1306.1	35. RE 305.2	39. 71.1
	35. RE 306.1	39. 72.1
27. RE 5.1	35. RE 307.1	39. 75.1
27. RE 12.1	35. RE 307.2	39. 76.1
	35. RE 307.3	39. 76.2
29. 1.1	35. RE 307.4	39. 78.1
29. 4.1/Rev 1	35. RE 307.5	39. 78.2
29. 7.1	35. RE 312.1	39. 83.1
29. 7.2	35. RE 401.1	39. 85.91
29. 8.1	35. RE 401.91	39. 85.92
29. 9.1	35. RE 402.1	39. 86.1
29. 9.2	35. RE 501.1	39. 86.2
29. 10.1	35. RE 501.2	39. 87.1
29. 10.2	35. RE 504.1	39. 87.2
29. 19.1	35. RE 504.2	

Regulations of the Postal Payment Services Agreement

45. RE 501.1
45. RE 603.1
45. RE 703.1
45. RE 1007.1
49. 3.1

(Committee 9, 11th meeting)

2.4.1 Questions common to the various international postal services

Decision C 16/Paris 1947

Sale of or trade in postage stamps

The sale of and trade in postage stamps is a purely internal matter. Each State shall make provision for it in the light of its own position in this matter.

(French Documents of the 1947 Paris Congress – volume II: pages 323, 1115)

Recommendation C 1/Ottawa 1957

Perishable biological substances. Instructions and publicity¹ for postal staff and users

- 1 Administrations are recommended to issue clear and appropriate instructions or directives and if necessary to arrange for simple publicity or instructional campaigns in order to:
 - a explain to postal, transport and customs officials the nature and principal characteristics of perishable biological substances, and the precautions to be taken in handling them and to prevent, where necessary, any contamination during conveyance;
 - b ask the personnel concerned to avoid any delay at any stage of the conveyance of the said products.
- 2 Furthermore, the officials concerned must inform senders of perishable biological substances and any other persons involved as to:
 - a the marking, packing and labelling of such substances as prescribed in the Acts of the Universal Postal Union and, where applicable, in the internal regulations of the countries concerned;
 - b methods of dispatch or routeing which, in each specific case, would best ensure speed and safety, for example for registered airmail letters and items;
 - c the advantages of airmail and "express" services to ensure rapid distribution of the said products;
 - d the advantages offered by the "free of duty" procedure in speeding up formalities regarding postal or customs duties payable on the substances in question.

(French Documents of the 1957 Ottawa Congress – volume II: pages 63, 453, 761)

¹ Conv (Seoul 1994), art 24.

Decision C 2/Ottawa 1957

Perishable biological substances. Cooperation with WHO¹

1 Congress repeats the recommendations of the 1952 Brussels Congress, asking WHO to inform the public health services of its Member States that the difficulties noted in connection with the postal conveyance of perishable biological substances might be solved or more clearly defined if details were communicated to their postal administration and, where necessary, to the UPU and possibly to WHO.

2 It considers that, as a result of consequent cooperation both at national and international levels between the administrations concerned as well as with medical and scientific circles, these recommendations remain valid not only for the purposes of the inquiry opened by the UPU, but also for the solution of all difficulties which may arise in future in the conveyance of the products in question.

3 Congress decides, consequently, that the insertion into the UPU Acts of the note stating the terms of the recommendations concerned should be maintained as one of the means of furthering the solution of the problem and, in particular, the application of the provisions governing perishable biological substances adopted by the Ottawa Congress.

(French Documents of the 1957 Ottawa Congress – volume II: pages 63, 453, 761)

¹ Conv (Seoul 1994), art 24.

Recommendation C 4/Ottawa 1957

Exemption from customs duty¹

Administrations undertake to use their good offices with the appropriate national authorities to ensure that books, catalogues, newspapers and periodicals shall not, in view of their cultural value, be subject to customs duty.

(French Documents of the 1957 Ottawa Congress – volume II: pages 64, 458)

¹ Conv (Seoul 1994), art 33.

Recommendation C 9/Ottawa 1957

Faster mail conveyance¹

In order to speed up the transport of mails, postal administrations may make use of direct mail vans whenever they consider this service necessary. Details on the running of these vans shall be contained in the respective agreements between the administrations concerned.

(French Documents of the 1957 Ottawa Congress – volume II: pages 65, 514)

¹ Conv (Seoul 1994), art 1.1.

Formal opinion C 7/Vienna 1964

Indications to be given by the date-stamp

Congress expresses the formal opinion that correspondence should be stamped on the front by the office of origin with the imprint of a date-stamp showing the place of origin in Roman letters and the date of posting in Arabic numerals.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 1121, 1370)

Resolution C 23/Vienna 1964

Freedom of transit¹

Congress,

Considering
that freedom of transit is one of the essential and fundamental principles of the Universal Postal Union,

Appeals

to the good faith and solidarity of all the member countries of the Union to ensure, in all circumstances, strict respect for the application of this principle, without which the Universal Postal Union cannot completely fulfil its mission and thus contribute as much as could be wished to the strengthening of the bonds of international friendship.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 874, 1322)

¹ Conv (Seoul 1994), art 1.

Recommendation C 65/Tokyo 1969

Uniformity of presentation of figures in accounts

Congress,

Having noted
that there are different ways of presenting figures in the accounts,

Aware of
the standardization work being performed in this field by the ISO which has found expression in its draft proposal ISO/TC 12(Secretariat – 196) 562 F and,

Considering
that figures in the settlement of accounts of every kind relating to the international postal service should be entered uniformly,

Recommends

that postal administrations of member countries adopt the uniform presentation for entries in accounts set down by the ISO as shown in the following example: 2 123 456.78 when there are centimes and 2 123 456 when there are no centimes (in documents in English, the comma is usually replaced by a point).

(Documents of the 1969 Tokyo Congress – volume II: pages 321, 1477)

Resolution C 37/Lausanne 1974**Legal and technical possibilities of maintaining postal relations in cases of disputes, conflict or war**

Congress,

Considering
the peaceful and humanitarian role played by the Universal Postal Union in helping to bring peoples and individuals together,

Convinced
of the need to maintain postal exchanges, as far as possible, with or between regions afflicted by disputes, disturbances, conflicts or wars, and

In view of
the initiatives taken and the experience of certain Governments or humanitarian organizations in this field,

Appeals urgently

to the Governments of member countries, as far as possible and unless the United Nations General Assembly or Security Council has decided otherwise (in accordance with article 41 of the United Nations Charter), not to interrupt or hinder postal traffic – especially the exchange of correspondence containing messages of a personal nature in the event of dispute, conflict or war, the efforts made in this direction being applicable even to the countries directly concerned, and

Authorizes

the Director-General of the International Bureau of the UPU:

- i to take what initiatives he considers advisable to facilitate, while respecting national sovereignties, the maintenance or re-establishment of postal exchanges with or between the parties to a dispute, conflict or war;
- ii to offer his "good offices" to find a solution to postal problems which may arise in the event of a dispute, conflict or war.

(Documents of the 1974 Lausanne Congress – volume II: pages 989, 1243)

Formal opinion C 55/Lausanne 1974

Circulation of bags

Congress,

...¹

Considering

it important that the circulation of bags be speeded up and that it is not sufficient that administrations owning bags which have been withheld, mislaid or misused should simply be reimbursed their value,

Invites

the postal administrations of Union member countries to take within their services such measures as may ensure the rapid circulation and frequent return of all empty bags belonging to other administrations.

(Documents of the 1974 Lausanne Congress – volume II: pages 971, 974, 975, 1344)

¹ Lapsed.

Recommendation C 63/Lausanne 1974

Security of valuable items conveyed by the Post: general security and protection measures at offices of exchange and airports

Congress,

Having noted

the findings of the priority study carried out in accordance with resolution C 55 of the 1969 Tokyo Congress,

Noting

the increasingly frequent use of the postal service for the conveyance of valuable items,

Aware

of the growing number of criminal acts committed against the postal service, which are directed at valuable items and endanger the lives of the personnel responsible for handling them,

Wishing

to offer users of the Post a service guaranteeing maximum security in every respect during the transmission of items of all kinds, but especially of registered and insured airmail items,

Anxious

to give the personnel responsible for handling these items adequate protection against the risk of criminal attacks,

Recommends

postal administrations:

- a to review periodically, in close consultation with their countries' airlines, security arrangements for the conveyance by their services of international registered and insured airmail items; and

- b to apply as far as possible and as the volume of traffic requires the security measures listed in annex 1 below covering in particular:
- i constructional and technical protection measures (air and surface traffic); and
 - ii security measures during the performance of postal operations at offices of exchange and airports.

(Documents of the 1974 Lausanne Congress – volume II: pages 974, 975, 1116 to 1119)

Annex 1

1 Constructional and technical protection measures (air and surface traffic)

1.1 Constructional measures in regard to offices

1.1.1 Armoured premises or strong-room for safekeeping of mails

Appropriate strong-rooms should be provided in large offices of exchange for the safe-keeping of mails and bulky insured items. These strong-rooms should be constructed of reinforced concrete and should have no windows or other openings. The doors should be fitted with electronic locking mechanisms. The installation of lock-chambers will protect strong-room opening operations.

1.1.2 Special lockable room reserved for sorting and dispatch of mails

Rooms for sorting and dispatching mails and for processing insured items should be separated from other operational premises and should be lockable. Access to such rooms should only be allowed to a specified number of employees.

1.1.3 Metal doors

- with cylindrical safety locks
- with double-bit lock
- with letters or figures combination lock

Doors should be constructed of metal or wood, depending on the importance of the service premises. The type of lock fitted should be in keeping with the strength of the door. The advantage of a double-bit lock as compared with a cylindrical safety lock is that the closing of the door actuates additional safety bolts which afford better protection against burglary.

1.1.4 Protection of windows by:

- a grille
- laminated safety glass
- bullet-proof armoured glass

Window grilles and the use of laminated safety glass, depending on the circumstances, are recommended if the windows are in particularly exposed positions. Extra protection is obtained by the use of alarm glass.

1.1.5 Other measures

Special importance should be attached to security measures regarding the construction of service buildings and premises. The installation of alarm devices makes for greater security. Surveillance by the Post or by police is desirable provided such personnel have an appropriate alarm call system at their disposal if necessary.

1.2 *Special fittings and aids for the protection of valuable items*1.2.1 *Safes*

Administrations are obliged to provide for the security of valuable items by storing them in safes at offices of exchange. Items in the international service should be protected in the same way as those in the internal service.

1.2.2 *Armoured safes*

The installation of armoured safes is determined by the degree of security provided by the arrangements made to protect the premises of buildings themselves. Where the traffic in valuable items is heavy, it is preferable to build premises which are sufficiently well protected to make the use of safes unnecessary; this greatly facilitates the execution of postal operations.

1.2.3 *Special vehicles for conveying mails in airports*

Despite the security guaranteed at airports by the presence of police and customs, the valuable nature of airmail generally warrants specially secure methods of transport, and for this reason postal administrations should, as far as possible, encourage the transport of airmails within the airport precincts in special lockable vehicles. Conveyance in lockable vehicles also enables a clear demarcation to be made between airlines' and postal administrations' responsibility.

1.3 *Electrical protective installations at offices of exchange*1.3.1 *Alarm device in the event of attack*

Alarm devices should be installed in service premises handling large volumes of airmail traffic. Alarm contacts should be installed at a number of points. If possible, provision should be made for direct communication with the police in cases of emergency.

1.3.2 *Burglar alarm, mains or battery operated*

Where alarm devices are used a combined system against attack and burglary should be installed. Strong-rooms, and safes whether armoured or not are connected to the burglar alarm and are thus electrically protected against attack. To keep the alarm in readiness for operation, provision should be made for it to be powered by battery in case the electric current is cut off.

1.3.2.1 *Elements of the telephone exchange protected from deliberate damage*

An alarm can only be effective if it is protected against sabotage; it should therefore be impossible to put it out of action by any means whatsoever without simultaneously triggering off the alarm. Relative security can be obtained if the triggering device operates by a release mechanism and if the signal cannot thereafter be easily interrupted. In addition, the conductor wires should be buried or sheathed over their whole length.

1.3.2.2 *Protection of the object itself by acoustic detector or surface protection*

As a rule, it is sufficient to connect the safes directly to the alarm. The ceilings and walls of strong-rooms can be electrically protected (surface protection).

1.3.3 *Surveillance of premises by:*

- ultrasonic device, radar, light rays
- electrical contacts on doors, windows and ground
- alarm glass

Wherever staff is absent from sorting centres during specific hours, it is advisable to protect premises against burglary by electrical means – either by devices which monitor and protect whole rooms, or by electrical contacts which protect safes directly (protection of the object itself).

1.3.4 *Acoustic (sirens) or optical (light signal) alarms*

In the event of a break-in or attack, an acoustic or silent alarm, or a combination of both, will be set off depending on local conditions and in close collaboration with the police. The alarm-triggering point should be identified by means of a special light signal in the police premises.

1.3.5 *Automatic police call (telephone, radio, etc)*

An alarm device serves a useful purpose only if it is directly connected to the police or some other surveillance service operating continuously day and night.

1.3.6 *Closed-circuit television (industrial television)*

Television surveillance is justified in big sorting centres when it is simultaneously used for monitoring service operations.

1.3.7 *Other measures*

Depending on the circumstances, illumination of the building and its immediate vicinity by electric light constitutes an additional security measure.

2 Security measures during the performance of postal operations at offices of exchange and airports

2.1 *Dispatch of mails (registered items, insured parcels, insured letters and boxes)*

2.1.1 *Opening of internal mails*

During the opening of internal mails it is necessary to ensure the continued security of items by appropriate means (immediate checking, qualified staff).

2.1.2 *Methods of handing over insured items*

It is essential that the handing over of insured items for further processing should be receipted at the office of exchange. Wherever possible, such items should be stored in safes and delivered by special vehicle. Care should be taken to see that the various work areas are not too far apart (short transport sectors).

2.1.3 *Handing over of items to the Customs, where appropriate, and their return against receipt*

Postal administrations must in particular come to an agreement with the customs authorities on arrangements for the handing over and treatment of registered and insured items, so that during customs treatment a degree of security at least equal to that maintained during postal operations is guaranteed.

2.1.4 *Entering on forms CP 20 (Air parcel bill) and VD 3 (Dispatch list)¹*

Insured items must be immediately entered on forms CP 20 and VD 3.

¹ CP 20 and CN 16 (Seoul 1994).

2.1.5 *Sealing*

It is recommended that sealing material be kept under lock and key.

2.1.6 *Witness*

The presence of a witness during bagging and sealing is essential.

2.1.7 *Use of bags in perfect condition and possibly of containers*

The condition of the bags used for making up the mails must be checked, if possible by a special service or by the employee responsible for making up the mails.

2.2 *Reception of mails from abroad*2.2.1 *Custody of items in the safe until conveyed to destination by internal mails*

Safekeeping of insured items under lock and key is essential. In addition, such items should be entered on an appropriate delivery document. Corresponding measures should if possible be taken for registered items.

2.3 *Delivery of outward mails to the airline or the airport ground staff*2.3.1 *Personal handover*

Checking of the mails by both parties at the outward post office of exchange and their simultaneous loading into trolleys in the same premises offers the advantage of making a clear demarcation between the postal administration's responsibility and that of the airline, and of speeding up aircraft loading operations.

2.4 *Acceptance by the airlines of mails arriving from abroad*2.4.1 *Offloading of airmails by ground staff under supervision*

It is up to postal administrations to reach agreement with the ground staff with a view to the satisfactory performance of the operations in question, particularly as regards the security measures to be observed.

2.4.2 *Acceptance of airmails by postal staff at the office of exchange*

Since mails must normally be accepted and checked at the post offices of exchange, the latter should be appropriately equipped as regards both premises and staff. Opening hours will be adapted to the airline timetable so that incoming mails can, as far as possible, be delivered direct to the postal services. Moreover, it will be useful to take the opening hours of exchange offices into account when drawing up the mail dispatch schedule, in agreement with the administration of destination.

2.4.3 *Checking of inward mails against the AV 7 delivery bills¹*

Checking against the inward AV 7 delivery bills must be done when the mails are handed over to the postal service, as the latter is obliged to check the condition and sealing of the receptacles. Serious irregularities should be recorded in the presence of a witness.

¹ CN 38 (Seoul 1994).

2.4.4 *Placing of transit mails under special guard*

Airmails in transit should be subject to the same security measures as mails originating from or addressed to the administration concerned.

2.5 *Transshipment of mails from one aircraft to another on the basis of direct AV 7 delivery bills*

2.5.1 *Special arrangements made by the airline responsible for transshipment*

Although direct transshipment is normally carried out by the airline concerned or by the ground service company, postal administrations must ensure, in consultation with these companies, that an adequate degree of security is guaranteed for registered and insured mails transhipped directly. If necessary, the services of the airport police should be called upon.

2.6 *Special security measures*

2.6.1 *Permanent watch on runways by airport police or customs authorities*

There should be a close link between the security measures operated by the postal services and those covering the whole territory of a given airport which are provided by the police or customs authorities. It is up to postal administrations to keep a watch on the effectiveness of these measures as a whole in so far as they concern registered and insured mail.

2.6.2 *Police escort of registered and insured items between the office of exchange and the aircraft, and vice versa*

The assistance of the police may be requested for the transmission of specific registered and insured mails containing valuable items. For a large proportion of airmail, the general supervision carried out by police and customs authorities within the airport precincts may be regarded as sufficient protection. In cases where the post office of exchange is located away from the airport there is a greater need for police assistance or radio control.

Resolution C 5/Rio de Janeiro 1979

Illegal issue of postage stamps

Congress,

In view of

- the illegal issue of postage stamps by the so-called "Turkish Cypriot Postal Administration" of the so-called "Turkish Federated State of Cyprus" contrary to article 9 of the Universal Postal Convention (Lausanne 1974);
- the clarification in footnote 1 to the aforementioned article in the Annotated Acts, volume 2, which sanctions the principle that postal administrations only are competent to issue stamps denoting payment of postage;
- the fact that, according to this clarification, such postal administrations must be those of "UPU member countries" and those of "countries" which are not members, as well as the postal administrations of the United Nations (1964 Vienna Congress Documents, vol II, page 1010, proposal 1822, Argentina),

In view also of

the provision of article 2 of the Constitution of the Union that "member countries of the Union" are:

- a "Countries" which have membership status at the date on which the Constitution came into force;
- b "Countries" admitted to membership in accordance with article 11, which stipulates that only members of the United Nations and sovereign countries which are not members of the United Nations are eligible to accede to or be admitted as "member countries" of the Union,

Decides

- a to declare illegal and of no validity the stamps issued or to be issued by the so-called "Turkish Cypriot Postal Administration" of the so-called "Turkish Federated State of Cyprus;
- b to instruct the International Bureau of the UPU to call upon the member countries of the Union to refuse to handle any mail bearing the illegal postage stamps issued or to be issued by the so-called "Turkish Cypriot Postal Administration" of the so-called "Turkish Federated State of Cyprus".

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1186, 1194, 1729)

Formal opinion C 8/Rio de Janeiro 1979

Manufacture and use of international service forms

Congress,

Noting

that the forms used in the international service are not always manufactured in accordance with the specimens given in the Acts of the Universal Postal Union, in particular in the List of UPU Forms,

Considering

that the use of standard forms greatly facilitates postal operations and helps to avoid mistakes and misunderstanding,

Calls on

administrations to use forms in accordance with the specimens given in the Acts of the Universal Postal Union, particularly as regards size, layout, consistency of the paper and colour.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1263, 1435, 1731)

Formal opinion C 10/Rio de Janeiro 1979

Advice of delivery¹

Congress,

Noting

that not all administrations of member countries admit the advice of delivery for ordinary parcels,

Considering
that this service is frequently requested by senders to certify the posting or receipt of registered items and ordinary or insured parcels,

Requests

postal administrations to make a general practice of using the advice of delivery for all the above-mentioned items and to execute this service with the full attention which it requires.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1263, 1640, 1733)

¹ (Conv (Seoul 1994), art 20.

Formal opinion C 47/Rio de Janeiro 1979

Writing of addresses

Congress,

Noting
that postal items, the address on which is incorrect, incomplete, illegible or written in letters other than Roman and figures other than Arabic, seriously hamper the delivery service,

Considering
the number of items posted with incorrect addresses,

Urges

administrations to recommend users to write the addressee's address on all items in conformity with the relevant provisions of the Convention.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1163, 1530, 1765)

Recommendation C 68/Rio de Janeiro 1979

Admission of infectious substances

Congress,

Having decided
to amend the provisions of the Convention and its Detailed Regulations in order to take account of the new WHO regulations on the admission of infectious substances,

Recommends

that administrations which agree to accept postal items containing infectious substances should conform to the following conditions recommended by the WHO and required by IATA for safety reasons:

- a The shipper (an officially recognized qualified laboratory) must, when presenting an item containing infectious substances for conveyance by post, provide a shipper's certification as prescribed by IATA in duplicate, one copy for the airline and the other to accompany the consignment.

- b If postal administrations discover that a consignment of infectious substances is not correctly labelled or accompanied by the required documentation, or is badly packed or damaged in any way, they must immediately inform the public health authorities or, as the case may be, the veterinary authorities, as well as:
- i the shipper (in the case of the postal administration of origin);
 - ii the administrations of origin and destination (in the case of the administration of transit); and
 - iii the addressee and the administration of origin (in the case of the administration of destination).
- In this connection, postal administrations shall, in agreement with the appropriate local authorities, issue adequate instructions to all post offices concerned specifying, among other things, which local public health authority and local veterinary authority are to be called upon in the event of damage to or leakage of the contents of items containing infectious substances.
- c *Unsealed* mailbags, enclosing *exclusively* items containing infectious substances and identified by special labels marked "Infectious substance" shall be handed to the airlines with the appropriate documentation for conveyance to destination. Postal administrations shall authorize the air carriers to inspect, *if necessary*, the contents of such bags while they are in their custody, in accordance with IATA air transport safety regulations and WHO recommendations on this subject.

(Documents of the 1979 Rio de Janeiro Congress – volume II: page 1558)

Recommendation C 76/Rio de Janeiro 1979

Safety of staff involved in handling items presumed to be dangerous (mail bombs)

Congress,

Having noted

the findings of the study on the protective measures to be applied in order to ensure the safety of postal staff involved in handling items presumed to be dangerous, undertaken in accordance with decision C 56 of the 1974 Lausanne Congress,

Aware

of the danger that mail bombs represent for postal staff involved in handling them,

Concerned

to protect postal staff in every way possible from the risks of explosion of dangerous objects,

Recommends

to postal administrations that they:

- a as preventive measures:
- i establish permanent liaison with the competent authorities of their countries (police, Customs, national security committees, etc) in order:
 - to be informed of any threats or of signs indicating the dispatch of dangerous items;
 - to settle questions concerning the examination of items and the destruction of dangerous articles;
 - ii issue directives for their services based in particular on the information contained in the CCPS study on the measures to be taken to detect mail bombs and to protect staff against the risk of explosion when such items are discovered in the mail;
 - iii ensure that the examination of items presumed to be dangerous is carried out by the most appropriate methods;

- iv have their national legislation adapted or supplemented, if necessary, with a view to authorizing operations enabling mail bombs to be detected;
- v in conjunction with the competent authorities, alert the public with as much information as possible, subject to any security restrictions, so that they can take all necessary precautions for their personal safety;
- b as soon as dangerous items are reported or their presence presumed:
 - i give the staff concerned full particulars concerning the external appearance of these items and the need to handle them with particular caution;
 - ii inform immediately and as fully as possible, by telex or by telegraph, the International Bureau of the UPU and the foreign postal administrations directly threatened; and

Instructs

the International Bureau to inform immediately the postal administrations of all member countries of the Union and to send them any information which may be of interest to them.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1344, 1345)

Recommendation C 77/Rio de Janeiro 1979

UPU member country identification code for postal and other uses

Congress,

In view of
1964 Vienna Congress formal opinion C 1 on an identification code for administrations,

In view of
1969 Tokyo Congress resolution C 85 instructing the Consultative Council for Postal Studies (CCPS) to proceed with the study on the coding of countries at a general level,

In view of
the decision by the 1974 Lausanne Congress to refer this study to the next CCPS,

Having noted
the report submitted by the CCPS on study 301 "UPU member country identification code for postal and other uses",

Considering that,
for technical and practical reasons, the adoption of a code for international mail was uninteresting for the postal administrations of Union member countries,

Considering,
however, that in administrative and accounting operations and the international monetary articles service the rational use of electronic installations may require the use of coding,

Bearing in mind
that the International Organization for Standardization (ISO) has prepared international standard ISO 3166 "Code for the representation of names of countries and related entities" consisting of the (two-letter) Alpha-2 and (three-letter) Alpha-3 codes and a three-digit numeric code,

Considering that
the UPU, through the CCPS, has cooperated with the ISO in particular on the preparation of international standard ISO 3166 and that in addition, the UPU has been appointed with other

international organizations as a member of the Maintenance Agency for that standard (ISO 3166 MA) by the ISO Council,

Adopts

the following recommendation:

- i in principle, no international code will be used for sorting mail;
- ii postal administrations are completely free to use any code they choose in areas other than mail sorting (statistics, international accounting, monetary articles service, etc), unless the use of a common code for a special purpose is considered essential. In the latter case, preference would be given to the codes appearing in international standard ISO 3166, particularly the ISO Alpha-2 code (two letters) and the ISO three-digit numerical code,

Instructs

the International Bureau to continue to monitor the activities of the ISO with regard to international codes for the identification of names of countries.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1264, 1345, 1794)

Recommendation C 85/Rio de Janeiro 1979

Reproduction of postage stamps already issued by another administration

Congress,

Having noted

the result of the study on postage stamps and postal franking impressions carried out in accordance with 1974 Lausanne Congress resolution C 45, as a result which is given in the reasons for proposal 2578.1,

Noting

the support given to a suggestion that an administration wishing to reproduce in one of its issues a postage stamp already issued by another administration should notify the latter of this intention beforehand,

Referring

to article 9 of the Universal Postal Convention¹, according to which "postage stamps for denoting payment of postage shall be issued by postal administrations only",

Recommends

that any postal administration wishing to reproduce in one of its issues a postage stamp already issued by another administration should obtain the consent of the latter beforehand.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1265, 1584, 1798)

¹ Conv (Seoul 1994), art 5.1.

Formal opinion C 16/Hamburg 1984

Shipping infectious substances by post

Congress,

Considering

that the measures worked out jointly with the World Health Organization (WHO) and the International Air Transport Association (IATA), as set out in article 119 of the Detailed Regulations of the Convention¹ and in recommendation C 68 of the 1979 Rio de Janeiro Congress, enable items containing infectious substances to be exchanged without risk between officially recognized qualified laboratories,

Considering

that the Post is particularly suitable for the transmission of such substances (speed, extent of the postal network and low cost compared with that of other methods of transport),

Noting however

that the number of postal administrations which participate in the conveyance of infectious substances is very small,

In view of the fact

that the WHO has stated that the international exchange of diagnostic specimens is hampered for this reason,

Convinced

that for humanitarian reasons, it is the mission of the Post to participate in the conveyance of infectious substances, on the basis of the rules laid down in agreement with the WHO and IATA,

Expresses the formal opinion

that those postal administrations which do not yet participate in the exchange of infectious substances should examine the possibility of doing so and that they should reply favourably to any request to this effect made by the public health authorities of their country.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 493)

¹ 1984 Hamburg text.

Recommendation C 20/Hamburg 1984

Packaging used for the conveyance of postal items

Congress,

Noting

that the use of packs sold by postal administrations is on the increase,

Noting however

that users of such packs tend to neglect the interior packing,

Invites

postal administrations to inform users employing the packs sold by postal services of the need:

- to use appropriate interior packing as well; and
- to make sure that the outside wrapping is properly closed;

so that the items concerned can be processed and conveyed satisfactorily.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 519)

Recommendation C 23/Hamburg 1984**Technical assistance with regard to international payments**

Congress,

Considering
resolution C 45 of the 1979 Rio de Janeiro Congress instructing the Executive Council to carry out a study on the preparation of effective means of expediting the settlement of accounts for the various international postal services and to submit the results of this study to Congress with a proposal to that effect,

Noting
that there are in fact certain postal administrations in respect of which delays in payment have been noted which appear in part to be due to lack of knowledge of the regulations and non-adaptation of the services responsible for international payments,

Taking the view
that technical assistance in this area can bring very considerable improvements,

Noting
that initiatives have already been taken by the UPU to help administrations which desire to improve the organization and functioning of their international payments services, but that it is necessary to step up this assistance by implementing a specific action in the field concerned,

Recommends

- i postal administrations which feel the need:
 - a to size up accurately the inadequacies which may exist in their international payments services;
 - b to take account, in cooperation projects submitted to the international bodies, of the training needs, satisfaction of which could improve their payments services;
 - c to ask postal administrations with experienced payments services, under bilateral aid, for all information and technical aid likely to improve the organization of the service and the knowledge and implementation of the regulations concerning international payments;
- ii all postal administrations which are able to do so, to send the International Bureau in good time the names of qualified officials available for experts' and consultants' missions, and also to give favourable consideration to any request for bilateral aid in the field concerned,

Instructs

the International Bureau:

- i to continue the efforts already undertaken to prepare and implement a specific technical assistance action in the form of consultants' missions, training activities and distribution of documentation relating to international payments, through existing or new resources;

- ii to programme as from 1985 a priority action to inform administrations on the problems of international payments after having carried out a survey to identify the needs in this area and the possible contributions of administrations to this action;
- iii to approach certain countries which are technically advanced in this field in order to obtain greater assistance from them on behalf of countries requesting technical support as regards the organization of the international payments service;
- iv to facilitate the contacts between administrations for bilateral aid and, to that end, to gather and make available in the field of international payments all information concerning administrations in a position to provide technical aid.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 558)

Resolution C 26/Hamburg 1984

Postal monopoly

Congress,

In view of
the results of the study arising from 1979 Rio de Janeiro Congress resolution C 78 which instructed the CCPS to study the situation regarding the postal monopoly in the countries of the Union and means of combating competition from private undertakings in the conveyance of documents,

Considering
that the postal service is based in particular on the efficiency and reliability of the services rendered, on the one hand, and on the financial capacities of postal administrations on the other,

Stressing
that the Post, as a universal service, is bound to offer all users, equally, the possibility of communicating on the same conditions, inter alia, by paying the same postal rate regardless of whether they live in urban or rural areas,

Persuaded
that this public service mission would not be taken into account by a collection of private networks, the operation of which, based mainly on profitability, would give preference to heavy traffic flows,

Noting
the efforts and sizeable investments made by Union member countries to maintain, improve and expand a postal infrastructure designed to serve all their citizens and, consequently, to promote economic, social and cultural development in their countries,

Aware
that it is not for the UPU to prepare protective legislation in this field since the postal monopoly does not have a definition common to all countries and is essentially a matter of national legal concern,

Considering, however
the serious consequences for the postal services and, ultimately, for national and international postal communications networks which would result from the elimination or weakening of the postal monopoly,

Appeals

to the governments of Union member countries:

- a to maintain the postal monopoly in order to ensure that all of their citizens have equal access to a universal postal service;
- b to define clearly the items which fall within the scope of the postal monopoly; and
- c where appropriate, to instruct the Customs and other national authorities to assist the postal authorities in enforcing the postal monopoly.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 347)

Recommendation C 27/Hamburg 1984

Choice of themes for postage stamps

Congress,

Having noted

the Executive Council discussions on the subject of the issue by certain administrations of postage stamps considered by other administrations to be offensive,

Referring

to article 9 of the Universal Postal Convention¹, according to which "postage stamps for denoting payment of postage shall be issued by postal administrations only",

Recalling

formal opinion C 14 of the 1957 Ottawa Congress and recommendations C 85 and C 93 of the 1979 Rio de Janeiro Congress, concerning the choice of themes for postage stamps,

Considering

the solemn affirmation of the purpose of the Union and the aims which it pursues, set out in the Preamble to and article 1 of the Constitution and in article 1 of the Convention,

Aware

of the need for postal administrations to avoid any action likely to disturb the operation of the international postal service,

Considering

the United Nations resolutions concerning understanding among mankind and the establishment of a lasting peace in the world,

Recommends

that postal administrations, in choosing themes for their issues of postage stamps, should:

- make every attempt to avoid topics or designs of an offensive nature in respect of a person or a country; and
- choose themes calculated to contribute to the dissemination of culture, the strengthening of bonds of friendship among peoples and the establishment and maintenance of peace in the world.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 349)

¹ Conv (Seoul 1994), art 5.

Formal opinion C 40/Hamburg 1984

Customs treatment of postal items: International Convention on the Simplification and Harmonization of Customs Procedures (Kyoto Convention)

Congress,

In view of

the results of the study undertaken by the Executive Council together with the Customs Cooperation Council (CCC)¹, which are summarized in the Comprehensive Report on the work of the Executive Council 1979–1984 (Congress – Doc 1), and resolution C 49 authorizing the Executive Council to reconstitute the CCC–UPU Contact Committee to deal with the continued study of common problems,

Noting

- that the CCC–UPU Contact Committee and the Executive Council considered it necessary, among other things, to make better known the existence of Annex F 4 to the International Convention on the Simplification and Harmonization of Customs Procedures (known as the Kyoto Convention), whose application would make it possible to facilitate the customs treatment of postal items; and
- that by the aforesaid annex the CCC once again wished to help to facilitate the flow of postal traffic,

Noting

that Annex F 4 to the Kyoto Convention has been ratified by only 11 countries out of the 95 members of the Customs Cooperation Council,

Taking account

of the suggestion by the CCC–UPU Contact Committee,

Expresses the formal opinion

that postal administrations should approach the authorities in charge of customs questions in their countries to request that they take steps to speed up the ratification of Annex F 4 to the Kyoto Convention.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 359)

¹ The CCC has become the World Customs Organization.

Formal opinion C 78/Hamburg 1984

Manufacture and use of international service forms

Congress,

Noting

that the paper used in the manufacture of international service forms is not always of acceptable quality, making it difficult to read entries and complicating all operations,

Considering
that the manufacture of forms in good quality paper facilitates postal operations and helps to prevent mistakes,

Calls on

all postal administrations, in accordance with 1979 Rio de Janeiro Congress formal opinion C 8, to have international service forms manufactured in good quality paper.

(Documents of the 1984 Hamburg Congress – volume II: pages 191, 385)

Recommendation C 30/Washington 1989

Deadlines for replies to questionnaires

Congress,

Considering
the very important role of questionnaires for collecting the data required for studies conducted in the form of inquiries by various Union bodies and for the compendia and statistics published by the International Bureau,

Since
it is vital that the data supplied by postal administrations in reply to questionnaires should be as reliable and complete as possible to ensure that the studies and publications concerned produce good results and are effective,

Recognizing
that the postal administrations of member countries must have enough time – varying between one month for simple questionnaires and three months for complicated questionnaires (net time calculated from the date of receipt of the questionnaires until that of their return) – to be able to provide cogent replies to questionnaires,

Invites

- the permanent bodies of the Union to take account of the above-mentioned minimum times in preparing their work timetables whenever it proves necessary to use the questionnaire method to seek information from some or all of the postal administrations of member countries;
- the member countries of the Union to meet the deadlines set in the questionnaires,

Instructs

the International Bureau to ensure that the deadlines for replies to questionnaires are set in accordance with the desiderata set out in this recommendation.

(Proposal 07, Committee 3, 3rd meeting; Congress – Doc 78.1, 14th meeting)

Recommendation C 31/Washington 1989

Use in the postal services of paper manufactured using non-polluting processes ("ecological" paper)

Congress,

Noting
that postal administrations are using an ever-increasing amount of paper,

Considering
that the environment is deteriorating throughout the world because of water and air pollution,

Recognizing
that the discharge of chloride causes serious damage to fish, algae, seaweed and other marine organisms,

Aware
of the need to reduce the use of products the manufacture of which is a source of pollution, for instance, paper bleached with chlorine,

Recommends

postal administrations to select for the needs of the postal services paper manufactured by processes that cause as little pollution as possible.

(Proposal 2000.2, Committee 4, 1st meeting; Congress – Doc 78.1, 14th meeting)

Recommendation C 32/Washington 1989

Items for delivery free of charges and fees

Congress,

Considering
that the service for delivery of items free of charges and fees (FDD) is a valuable service for large business customers of the Post, which can use the service for mailing products to their customers, without the need for the addressees to pay customs fees and similar charges,

Noting
that, although many administrations offer the FDD service for postal parcels, not all of them also offer the service for customers in the letter-post services,

Considering
that, for customers of the Post, the letter-post services often offer a service that is quicker, and especially simpler, in terms of customs documentation and procedures,

Recognizing
therefore, that this service in the letter post is an attractive service especially for customers who wish to send low value goods within the limits of the C 1 green label¹,

Recommends

postal administrations to include the service for delivery of items free of charges and fees as widely as possible in their range of letter-post services, and in their relations with other administrations that already offer the service.

(Proposal 2000.17, Committee 4, 5th meeting)

¹ CN 22 (Seoul 1994).

Recommendation C 33/Washington 1989

Conclusion of bilateral agreements on service targets¹

Congress,

Noting
the efforts to improve the quality of international postal service resulting from the Declaration of Hamburg,

Having noted
that the Executive Council has acknowledged the necessity of incorporating quality of service targets in the Convention,

Aware
of the importance of rapid and reliable postal transport in order to compete with private transport companies,

Recommends

- administrations of origin and destination to conclude a bilateral agreement regarding service targets for letter-post items based on a detailed analysis of operational and transport arrangements between the two administrations;
- administrations to agree on the measures that each will take in order to achieve the ultimate service targets;
- administrations to set up monitoring systems in order to identify where problems are occurring;
- administrations to conduct regular reviews of the bilateral agreements in order to monitor progress towards the ultimate target and to agree on what, if any, further measures are needed.

(Proposal 2000.21, Committee 4, 1st meeting; Congress – Doc 78.1, 14th meeting)

¹ See recommendation C 85/Seoul 1994.

Recommendation C 34/Washington 1989

Packaging used for the conveyance of postal items

Congress,

In view of
decision C 21 of the 1984 Hamburg Congress instructing the Consultative Council for Postal Studies to examine with the International Organization for Standardization (ISO) the possibility of laying down norms concerning the packaging sold by postal administrations,

Considering
the provisions of article 20, paragraph 1, c, of the Universal Postal Convention and of article 113, paragraphs 1, c, and 2, of its Detailed Regulations (Hamburg 1984),

Basing itself
on the results of study 635 conducted by the CCPS,

Aware
of the difficulties involved in providing the packaging issue with greater standardization than currently exists,

Noting
the possibilities available to the administrations for applying the standards defined by the ISO,

Concerned to
facilitate the identification of postal markings as well as the handling and sorting of packing bags, cartons and boxes,

Recommends

that the postal administrations:

- a use, for the closing of packing bags, either an adhesive or a self-adhesive closing mechanism, particularly for reasons of labour protection, the latter method to be used especially in cases where it is required that control of the content of an item shall be possible;
- b ensure that the markings conform to the relevant provisions of the Universal Postal Convention and its Detailed Regulations with regard to the address area on packing bags, cartons and boxes;
- c provide an area for stamps on packing bags, for technical and work method reasons, in accordance with the provisions of the Detailed Regulations of the Universal Postal Convention;
- d provide, by mutual agreement, areas for markings and imprints on packing bags, cartons and boxes, in accordance with the provisions of the Detailed Regulations of the Universal Postal Convention, viz:
 - a specific area for technical postal markings;
 - a specific area for the postal category of the items;
- e use a single common colour combination on packing bags, cartons and boxes making as big a contrast as possible between the colour of the packaging and the printed markings;
- f should it be possible to standardize the address area on packing bags, cartons and boxes, study the possibilities of using packing bags, cartons and boxes without any text printings;
- g not require a separate wrapping in the international postal traffic for packing cartons and boxes;
- h bring the above recommendations to the attention of their customers.

(Proposal 2500.5, Committee 4, 1st meeting; Congress – Doc 78.1, 14th meeting)

Formal opinion C 54/Washington 1989**Closed mails in transit suspected of containing narcotics or psychotropic substances**

Congress,

Having noted

- that the illicit transmission of narcotics and psychotropic substances through the post is on the increase;
- that, in operations carried out on the requisition of the Customs, the presence of items containing narcotics and psychotropic substances has been detected in closed mails through the use of new techniques (dogs belonging to the Customs, X-rays, etc),

In view of

article 1 of the Constitution of the Union and article 1 of the Universal Postal Convention which enshrine freedom of transit for postal items forwarded in transit by closed mails or à découvert as one of the essential and fundamental principles of the Universal Postal Union,

In view of

article 36 of the Universal Postal Convention¹ dealing with prohibitions,

Considering

- that postal administrations are aware of the importance to be placed on combating the traffic in narcotics and psychotropic substances;
- that postal administrations must act within the framework of the provisions prescribed in the Acts of the Universal Postal Union and in their national legislation;
- that the technique known as "controlled delivery" is an effective means of helping to identify persons involved in trafficking,

Invites

postal administrations:

- i
 - to cooperate in combating the traffic in narcotics and psychotropic substances whenever they are legally required to do so by their national authorities responsible for this matter;
 - to ensure respect for the fundamental principles of the international Post, in particular, the freedom of transit (article 1 of the Constitution and of the Convention);
- ii to make all appropriate arrangements with the relevant authorities of their countries to ensure that bags of mail in transit suspected of enclosing items containing narcotics or psychotropic substances are not opened, but to advise:
 - a by the quickest means, at the request of their customs authorities the administration of destination so that the suspected bags can easily be identified on arrival;
 - b by verification note, the administration of origin of the mail;
- iii to approach the legislative authorities, in consultation with the customs services, to ensure that laws and regulations do not prevent the use of the technique known as "controlled delivery"; the Customs of the transit country, if necessary with the agreement of the competent authorities, must take appropriate measures to inform the customs authorities of the country of destination and, possibly, of the country of origin of the suspect mails.

(Proposal 2500.2, Committee 4, 5th meeting; Congress – Doc 78.1, 14th meeting)

¹ Conv (Seoul 1994), art 26.

Resolution C 64/Washington 1989

Indication of the reason for delayed delivery of items on the C 9 inquiry form¹

Congress,

Referring

to article 147, paragraph 7, of the Detailed Regulations of the Universal Postal Convention², according to which "if ... the office of destination or the central administration of the country of destination or the specially appointed office, as the case may be, is able to say what finally happened to the item, it shall complete part 3 of the form. In cases of delayed delivery, retention or return to origin the reason shall be shown briefly on the C 9 form",

Aware

of the importance of indicating the reason for the delayed delivery of a registered item or an insured letter on the C 9 form, in order to give a full and appropriate reply to the inquirer and avoid the detriment such delay is likely to cause both to the inquirer and to the administrations, which may well see their customers turn to other firms that offer them a better service,

Noting

that it is very common to receive C 9 forms stating that the item has been delivered 30 days or more after the date of dispatch without any reason for the delay being given,

Considering

that this lack of information gives rise to a new delay because it obliges the administrations to investigate the reason for the delay and thus further postpones the time when the inquirer can receive a full reply,

Recommends

the postal administrations of member countries to instruct their offices on the need to complete all parts of the C 9 form and, in particular, to give the reason for the delayed delivery, retention or return to origin, in order to provide the inquirer with precise information.

(Proposal 2500.3, Committee 4, 7th meeting; Congress – Doc 78.2, 14th meeting)

¹ CN 08 (Seoul 1994).

² 1984 Hamburg text.

Resolution C 71/Washington 1989

Methods for improving the return of empty mailbags

Congress,

Recognizing

that mailbags remain, and are likely to remain for some time, the principal means by which mail is carried throughout the world,

Noting

that the non-return of international mailbags can be for many countries, both developed and developing, detrimental to the efficient provision of services,

Urges

all administrations to return empty mailbags, both efficiently and promptly, to the countries to which they belong, by rigorously observing the requirements of article 168 of the Detailed Regulations of the Convention,

Invites

all administrations to consider the conclusions and recommendations contained in the report of study 625 as carried out by the Consultative Council for Postal Studies and intended for publication as a Collection of Postal Studies brochure,

Recommends

- a those administrations which have problems caused by the non-return of mailbags to consider setting up simple but cost-effective recording systems in order to ascertain:
 - the proportion of bags which are not returned;
 - whether that proportion can be considered as an acceptable loss;
 - which administrations may be principally responsible for the failure to return bags;
- b those administrations which have such problems to make direct contact with the administrations concerned to seek the return of their bags or, failing that, applying the provisions of article 168, paragraphs 6 and 7¹, in order to obtain reimbursement;
- c all administrations to consider the use of schemes for bag-sharing, or the reciprocal use of mailbags, as well as the use of one-trip mailbags, in order to increase the availability of mailbags;
- d all administrations to consider the more extensive use of containers for conveying loose-loaded parcels, letters in letter trays or boxes and similar types of mail which do not require the use of mailbags.

(Proposal 2500.1, Committee 4, 9th meeting; Congress – Doc 78.2, 14th meeting)

¹ 1984 Hamburg text.

Recommendation C 76/Washington 1989**Increased containerization of mails**

Congress,

Noting

the results of CCPS study 626 (CCEP 1988/C 2 – Doc 3.6a),

Recognizing

that bilateral tests have effectively demonstrated the benefits of using receptacles other than bags (such as trays) in the exchange of mails,

Urges

administrations to proceed with the development and use of such receptacles in their service for both internal and international operations, and

Recommends

that administrations which are already implementing or developing a containerization programme actively seek bilateral agreements for use of these receptacles in their international service.

(Proposal 2000.9, Committee 4, 8th meeting; Congress – Doc 78.2, 14th meeting)

Recommendation C 79/Washington 1989**Standardized electronic messages for dispatches**

Congress,

Recognizing
the advantages of receiving and utilizing advance information on dispatches to enhance the procedures for tendering, transferring, receiving and verifying mail dispatches by both the postal administrations and the airlines,

Desiring
to define standardized formats for electronically transmitting the information pertaining to dispatches exchanged between postal administrations and the airlines,

Noting
that the frequent non-receipt of the delivery bill at the final destination gives rise to unnecessary staff expenditure for receiving the mail and processing inquiries,

Recommends

the use of the IATA IMP cargo standard as an intermediate format for the electronic transmission of dispatch messages, until such time as messages in the UN EDIFACT standard can be developed and approved,

Instructs

the Executive Council, on the basis of the recommendations of the IATA-UPU Contact Committee, to finalize development of standardized message formats, to be disseminated through the International Bureau, comprising the following data elements:

- administration of origin of the AV 7;¹
- exchange office of origin of the AV 7;¹
- exchange office of destination of the AV 7;¹
- AV 7 number (control mechanism generated by computer);
- transportation/routeing information:
 - air carrier(s);
- flight number(s);
 - date;
 - origin/destination/transfer points;
- dispatch details:
 - dispatch number;
 - office of origin of the mail;
 - office of destination of the mail;
 - bag number (computer-generated control number);
 - mail class and special category;
 - weight of the bag;
 - total number of bags by class;
 - total weight by class,

Further instructs

the Executive Council to determine and specify the data to be included in:

- a messages exchanged between the postal administrations of origin and the airlines;
- b messages exchanged between postal administrations of origin, transit and destination.

(Proposals 4000.2 and 4000.5, Committee 6, 2nd meeting; Congress – Doc 78.2, 14th meeting)

¹ CN 38 (Seoul 1994).

Resolution C 13/Seoul 1994**Application of a new principle for numbering forms**

Congress,

Noting

the results of the EC study on rationalizing UPU forms (CE 1993/C 4 – Doc 4a),

Considering

that the effects of the abolition of certain provisions of the Convention (Washington 1989), of proposals on merging or abolishing certain forms and EC work on recasting the Acts will call into question or even disrupt the consecutive numbering of UPU forms,

Aware

of the need to standardize wherever possible the presentation of the recast texts of the Acts of the Union,

Instructs

the Postal Operations Council to apply the new principle for numbering UPU forms, which consists in:

- i rearranging the existing series "C", "AV" and "VD" series of forms in the Convention as a single series running from "CN 1 to CN XX", without the addition of "bis", "ter" and "S", in which the "XX" numbers correspond to a specific serial number indicating the order in which the forms will appear in the future Acts of the Union;
- ii introducing some flexibility in the new numbering of the forms; two free numbers in each group of ten are set aside; they could be used later if new forms are introduced, without having to change the numbering of existing forms;
- iii keeping the old number in small characters between brackets below the new number for all forms for a transitional period up to the year 2001,

Instructs

the International Bureau accordingly:

- to adapt the texts of the recast Acts following application of the new principle for renumbering forms;
- to renumber the forms in the final stage of the project when the new text of the recast Acts has been adopted by Congress.

(Proposal 20. 0.13, Committee 4, 2nd meeting)

Recommendation C 14/Seoul 1994

Completion of work on rationalizing UPU forms

Congress,

Having noted with satisfaction
the result of the EC study on rationalizing UPU forms,

Stressing
that the importance of the objectives laid down in 1989 Washington Congress decision C 84 aimed at reducing the number of UPU forms, simplifying them and adapting them to new technologies,

Recognizing
that the final decisions of the discussions on the general problems of postal operations, mainly the introduction of a new terminal dues system, and other proposals to Congress could entail numerous changes in the forms,

Considering
that it is preferable, under these circumstances, that the forms should be adapted in a coherent manner immediately after Congress,

Recommends

- that the work on rationalizing UPU forms should be continued after Congress up to the first session of the Postal Operations Council, with the aim of adapting UPU forms in line with Congress decisions;
- that this work should be assigned to the reporting country of the study previously carried out by the EC, assisted by the International Bureau;
- that rationalizing forms should continue to be studied by the Postal Operations Council, particularly in respect of the use of dynamic bar codes.

(Proposal 20. 0.12, Committee 4, 2nd meeting)

Resolution C 20/Seoul 1994

Reconstitution of the Publishers–UPU Contact Committee

Congress,

Having noted
the results of the Publishers–UPU Contact Committee,

Considering
that the efforts aimed at modernizing and simplifying the regulations for printed papers should be continued,

Taking account
of questions whose study should be developed,

Considering
that the cooperation initiated between the UPU and the Publishers is in the interest of both organizations,

Considering
that relations between the two organizations should adopt a more commercial approach,

Authorizes

the Postal Operations Council to reconstitute the Publishers-UPU Contact Committee in order to continue the study of common problems.

(Committee 4, 3rd meeting)

Resolution C 27/Seoul 1994

UPU activities in the field of EDI, 1995–1999

Congress,

Recalling
the Washington Congress resolutions aimed at introducing telematics in the Union,

In view of
the Executive Council and Consultative Council for Postal Studies report on the activities undertaken in the UPU in the field of telematics (Congress – Doc 75a),

Noting
that a telematics project has been established in the UPU, consisting, in particular, of a global postal telecommunication network and associated network services, for the benefit of all postal enterprises,

Considering
that the vast majority of the postal administrations of member countries that took part in inquiries conducted by the International Bureau expressed a keen interest in participating in the project and in accessing the telematics network and services made available to them,

Aware
of the strategic importance of the UPU telematics project for all Union member countries,

Convinced
that this telematics project will make it possible to speed up considerably activities designed to improve telematic communication facilities between postal enterprises, to reduce the technological gap between them, to raise the quality of global postal services and to facilitate expansion of existing products and the creation of new products,

Taking into account
the Executive Council report on UPU activities in the field of EDI, 1995–1999 and its conclusions (Congress – Doc 75b),

Urges

the postal administrations of member countries and the Restricted Unions to participate in the UPU telematics project and to make voluntary contributions to that project,

Instructs

the Postal Operations Council:

- to establish an EDI Advisory Board under its authority, consisting of representatives of member countries and in whose work the International Bureau will participate. The EDI Advisory Board will be assigned responsibility for carrying out the following broad objectives:
 - a establish the policies and guidelines for activities in the area of EDI, in line with the principles and objectives approved by the Postal Operations Council;
 - b secure the necessary funds allowing continued activities in the area of EDI, including mandatory funding by all postal administrations participating in the telematics project, the income from fees calculated on the basis of the cost of the products and services provided under the project and voluntary contributions paid under the head of development activities and special projects;
 - c propose to the Postal Operations Council financial procedures applicable to EDI activities;
- to take any action considered useful for efficient operation of the UPU telematics project,

Instructs

the International Bureau to maintain the EDI Development Unit as a business unit under the authority of the Director-General of the International Bureau and with responsibility for:

- a conducting the telematics project in an efficient and flexible manner and according to the principles and objectives approved by the Postal Operations Council;
- b reporting regularly to the EDI Advisory Board on its results and performance, in accordance with procedures in force at the International Bureau;
- c preparing EDI Advisory Board meetings,

Invites

the Council of Administration to co-finance EDI activities by a contribution taken from the regular budget of a sum equivalent to at least one million Swiss francs a year, increasing annually in line with the inflation rate applicable to the budget, until other income covers expenses.

(Proposal 010, Committee 6, 2nd meeting)

Resolution C 34/Seoul 1994**UPU environmental protection policy**

Congress,

Recalling

the 1992 Rio de Janeiro Declaration pursuant to the "Earth Summit" organized by the United Nations under the auspices of the United Nations Conference on Trade and Development (UNCTAD), which constitutes a blueprint for an environmental protection and development strategy in the 21st century, and also stresses the fundamental role to be played by all United Nations bodies, therefore including the Universal Postal Union,

Aware

- a of the imperative need to reduce pollution and to recycle waste materials,
- b that postal administrations, which every day handle products of all kinds that must be discarded after use, have a unique opportunity to introduce internal and external environmental changes:
 - by reducing pollution;

- by purchasing and marketing environmentally designed products so as to preserve the commonwealth of natural resources;
- by using energy efficiently and cost-effectively; and
- by promoting sustainable economic and resource development initiatives,

Taking account of

a proposal submitted by the Chairman of the Executive Council urging the CCPS to undertake a study on the Post and the environment before the 21st Congress,

Noting

decision CCEP 7/1992 initiating this study and appointing the United States of America reporting country,

Considering

- a the results of the 1993 Symposium on the "Post and the environment" as reported in document CCEP 1993 – Doc 17 and its annexes;
- b the conclusions reached by the Working Party created by decision CCEP 1/1993, stressing the need to develop a postal environmental protection policy;
- c that the environment issue has been included in the UPU's future study programme;
- d that the environment protection policy for postal administrations has been included in the UPU's strategic planning process,

Instructs

the two Councils of the UPU, each within its respective area of responsibility:

- a to develop and adopt initiatives, standards, and programmes regarding the implementation of the following environmental protection policy for postal administrations:

Policy

Environmental protection is sound business practice. The economies realized by good environmental policies have proven benefits to business, industry, and government, including postal administrations. Fundamental to the Universal Postal Union's environmental commitment is that it will contribute to a sustainable development of society. This commitment will be carefully planned and implemented, consistent with technical and economic realities.

Guiding principles

- responsibility to public expectations and otherwise meeting or exceeding all applicable environmental laws and regulations;
 - incorporating environmental considerations, at an early stage and at all levels in postal administrations, as an integral part of the planning, budgeting, and decision-making process;
 - encouraging the sustainable use of natural resources by promoting pollution prevention, reducing waste, reusing and recycling materials;
 - improving environmental performance on a continuing basis, as new knowledge about the environment becomes available and as resources permit;
 - measuring and communicating on postal administrations' progress in protecting the environment through various established methods;
 - encouraging all postal employees to consider the environment in all aspects of their professional and daily lives;
 - working closely with customers, suppliers, utilities, industry, governments, associations, and other interest groups to promote environmentally-sound practices;
- b to set up a group of experts on the environment to provide guidance, recommend actions, and monitor the implementation of the proposals;
 - c to ensure that adequate human and financial resources are made available to implement the UPU environmental policy; and
 - d to ensure that the International Bureau includes the environmental policy amongst its priority activities and undertakes all necessary steps to provide the assistance required,

Strongly recommends

member countries:

- a to become familiar with the environmental policy of the UPU;
- b to actively pursue the immediate implementation of this policy to the extent possible in their area of responsibility;
- c to maintain regular contact with the International Bureau on steps taken and assistance needed or available as well as with the national authorities responsible for environmental protection;
- d to use the tools made available by the International Bureau (manuals, operational data sheets, etc).

(Proposal 07, Committee 6, 3rd meeting)

Resolution C 39/Seoul 1994**Exclusion of prohibited and dangerous goods from the postal service**

Congress,

Considering

the provisions of the relevant articles of the Convention pertaining to the prohibition of mailing certain dangerous substances and articles,

Having taken note of

the proceedings of the Postal Security Action Group (PSAG) and the IATA-UPU/PSAG Joint Working Party concerning prohibited and dangerous goods, proceedings which once again underscored the gravity of the particular risks attendant upon transport by air,

Taking note

of the measures advocated by the Postal Security Action Group and the "Dangerous Goods" Subgroup of the IATA-UPU/PSAG Working Party and endorsed by the Executive Council with a view to excluding the insertion of prohibited and dangerous goods in postal items through enhanced education and awareness activities for the benefit of postal staff and customers, among other means through the organization of displays, the distribution of films, and the production of posters and literature dealing with dangerous goods,

Aware

of the work that remains to be done by postal administrations in their activities to combat the mailing of prohibited and dangerous goods,

Aware

that dangerous and prohibited items continue to circulate in postal items and that serious incidents involving loss of property and life continue to take place,

Urges

postal administrations, with the assistance of the UPU International Bureau, to:

- a strengthen measures aimed at preventing and detecting the insertion of prohibited and dangerous articles in postal items;
- b develop to this end educational measures suited to the local situation, for the benefit of postal customers and staff;
- c ensure wide dissemination of these measures and appropriate training for the staff, using the most effective modern technical methods.

(Proposal 028, Committee 6, 3rd meeting)

Decision C 40/Seoul 1994

Defining a standard for the introduction of an international postal code system

Congress

Instructs

the Postal Operations Council to continue the study on defining a standard for the introduction of an international postal code system, bearing in mind, on the one hand, the results of CCPS sub-study 741.1, and, on the other, the reservations and recommendations made in this respect at Congress.

(Proposal 20. 0.14, Committee 6, 3rd meeting)

Resolution C 55/Seoul 1994

Postal relations on the Korean peninsula

(For the text, see page 41)

Resolution C 71/Seoul 1994

Reconstitution of the Private Operators–UPU Contact Committee

Congress,

In view of
the increasingly competitive operational environment of the postal services, particularly the express services,

Recognizing
that a contact committee could be the proper forum for the exchange of views between postal administrations and private operators on matters of common interest to both parties,

Considering
that efforts to find common solutions to issues of interest to both private operators and postal administrations should be continued, particularly as regards questions relating to Customs and security,

Authorizes

the Council of Administration to reconstitute the Private Operators–UPU Contact Committee with a view to continuing the study of common technical, commercial and operational problems.

(Proposal 011, Committee 5, 3rd meeting)

Recommendation C 82/Seoul 1994

Preparation of accounting documents sent between administrations

Congress,

Aware
of the problems that often arise as a result of the illegibility of accounting documents filled out by hand,

Recommends

administrations to avoid as far as possible filling out by hand accounting documents that are to be sent to other administrations and, to that end, to use typewriters or computer printers to ensure the legibility of these documents.

(Proposal 20. 0.18, Committee 4, 10th meeting)

Recommendation C 85/Seoul 1994

Improvement of the quality of service of items sent in transit à découvert

Congress,

Aware
of the importance of reducing transmission times for all airmail items so that the quality of the service is improved,

Noting
that items loose in transit à découvert may incur delay because of the handling operations in intermediate offices,

Considering
that there are fewer handling operations and resulting delays when à découvert items are put into separate bundles for each country of destination, the bundles are labelled, and the bundles are put into one or more "Transit" bags which are themselves distinctively labelled "Transit",

Urges

administrations of origin always to make up à découvert airmail items into labelled bundles and to insert them in a "Transit" bag, in accordance with the provisions of the article of the Detailed Regulations of the Convention relating to transit à découvert,

Recommends

that those administrations which conclude bilateral agreements on quality of service targets (see Washington recommendation C 33/1989) should incorporate into these agreements appropriate references to handling and transmission time targets for mails sent in transit à découvert.

(Proposal 25. RE 0.1, Committee 4, 10th meeting)

Resolution C 6/Beijing 1999

International traffic in child pornography

Congress,

Acknowledging

that child pornography is defined generally as the visual depiction of the sexual exploitation of a child and is defined more specifically by each member country's legislation,

Recognizing

that children are the most vulnerable members of society and need special protection from crime,

Bearing in mind

the 1989 United Nations Convention on the Rights of the Child,

Acknowledging

that the international market for such material often results in child pornography produced in one country being distributed in other countries,

Noting

the increased use by criminals of the international postal network to disseminate child pornography material and the increasing difficulty of intercepting such material,

Considering

that member countries have subscribed to the Universal Postal Union Acts and specifically to article 26 of the UPU Convention which prohibits the sending of obscene or immoral articles in international mails,

Recognizing

that a multidisciplinary and interagency approach is required to effectively combat offences against children at all levels,

Appeals urgently

to governments of member countries to encourage their legislatures to enact or strengthen legislation making the production, distribution, importation, exportation or possession of child pornography material criminal offences, and also making such acts or any assistance and incitement to child pornography punishable as a criminal offence,

Urges

postal administrations:

- to reassess the assistance they provide to give maximum priority to investigating child pornography, and to pay particular attention to protecting the interests of the child when combating this form of crime;
- to support international activities aimed at combating the use of the postal network to distribute child pornography material,

Instructs

the International Bureau to coordinate initiatives to combat international traffic in child pornography material through the postal services and to share any pertinent information with postal administrations and other international organizations involved in such initiatives.

(Proposal 064, Committee 6, 1st meeting)

Resolution C 7/Beijing 1999

Postal security policy and strategy

Congress,

Recalling

Seoul Congress resolution C 35/1994 calling on administrations to take action to enhance the security and integrity of international mails,

Considering

- a the continuing need to safeguard the quality of postal services;
- b the vulnerability of the international postal system to criminal acts such as theft, robbery, burglary, assaults on employees, fraud, traffic in drugs and in pornography and other related crimes;
- c the specialized knowledge and skill required to counter criminal activity directed against postal services and the limited resources available to counter this activity;
- d the threat to humans, animals, plants and the environment that may be represented by items that are subject to quarantine,

Recognizing

that in order to remain competitive in world markets, postal administrations must be able to guarantee security in all sectors of their activity,

Aware of the importance of preventing

- injury to people resulting from inclusion of dangerous goods in the mail;
- losses of revenue and assets;
- loss or theft of mail entrusted to the postal services by customers;
- loss of customer confidence in the Post, from a social or commercial point of view,

Bearing in mind

the positive results of activities sponsored by the UPU's Postal Security Action Group in areas such as:

- the creation and distribution of 12 postal security manuals;
- the successes achieved through the numerous security-related decisions and recommendations taken by the CA and POC as a result of PSAG's work as detailed in Congrès-Doc 24, in the following areas:
 - working relationships with other international organizations;
 - airport quality assurance/security reviews;
 - regional security specialist networks;
 - international revenue protection;
 - security consultant services;
 - electronic mail loss reporting systems;
 - organization and implementation of postal security training courses worldwide;
 - dangerous goods training and guidelines;
 - combating child pornography;
 - combating frauds by mail,

Noting

- that postal security issues cover both regulatory and operational aspects of the postal business;
- that postal security issues will need attention by both the Council of Administration and the Postal Operations Council, each within its own area of responsibility;
- that security activities have been incorporated into the UPU's strategic planning process for the future;
- the considerable progress already made by the UPU Postal Security Action Group in raising awareness of the importance of security within the Union;
- the need to maintain dynamic activity in postal security,

Decides

to reconstitute the UPU Postal Security Action Group which would report direct to the plenary meetings of the Council of Administration and the Postal Operations Council,

Instructs

the Council of Administration, the Postal Operations Council and the International Bureau, each within its own area of responsibility, to ensure that appropriate measures are taken in the field of postal security by providing adequate human and financial resources to implement security-related activities.

(Proposal 065, Committee 6, 1st meeting)

Resolution C 9/Beijing 1999

International law in the field of trade in services. WTO-UPU memorandum of understanding on cooperation

Congress,

Having considered

the Secretary-General's report on the obligations arising from the General Agreement on Trade in Services (Congrès-Doc 72),

Aware

of the fact that the development of international law in the field of trade in services within the World Trade Organization (WTO) will also affect the postal services,

Noting

that the next round of trade negotiations is due to start in the year 2000 and that the postal services will be on its agenda,

Convinced

- of the need for the UPU, an agency specialized in this field, to participate actively from the outset in the next round of trade negotiations;
- of the strategic advantage for reflecting the interests of the postal sector of concluding agreements with other international organizations which to a large extent foster the development of that sector,

Instructs

the Council of Administration, in conjunction with the International Bureau, to:

- monitor developments in the field of international law concerning trade in services and ensure that postal interests are taken into account;
- extend cooperation between the two organizations through the establishment of a memorandum of understanding, in the interest of member countries;
- ensure that this memorandum respects the functions and objectives proper to each organization;
- keep UPU member countries informed of developments in this field.

(Proposal 062/Rev 1, Committee 3, 1st meeting)

Resolution C 10/Beijing 1999

Creation of a network of postal security coordinators

Congress,

Recalling

Seoul Congress resolution C 35/1994 calling on administrations to take action to enhance the security and integrity of international mails,

Considering

- the need to safeguard the quality of the postal services;
- that, to remain competitive, administrations must include a guarantee of security in their postal activities;
- the vulnerability of the international postal system to all types of criminal acts and that information on such acts needs to be exchanged rapidly between postal administrations,

Aware

- of the social and business importance of maintaining public confidence in the security of international postal items;
- of the fact that the problems of postal security are so important that this area should be regarded as a priority activity,

Bearing in mind

- the considerable progress and results achieved by the Postal Security Action Group, since its creation, as regards the increased awareness and importance of security in the Union;
- the benefits arising for the postal administrations participating in the existing Memorandum of Understanding on cooperation between the Postal Security Action Group and the Postal Union of the Americas, Spain and Portugal, with regard to the establishment of an airmail security coordinators' network,

Urges

postal administrations to:

- adopt a security strategy at all levels of postal operations in order to maintain and increase their competitive edge in the market and enhance their public image;
- create a postal security coordinators' network, by appointing for that purpose a postal coordinator (as defined in the Airport Mail Security and Operations Manual, UPU Security Document No 6 – Volume I, chapter 1.1.1) at the airport they use for international postal traffic,

Instructs

the International Bureau to coordinate and prepare with postal administrations a list of the names, followed by the contact details (fax and telephone numbers, postal and E-mail addresses) of airmail security officers and send this list to the member countries of the Universal Postal Union.

(Proposal 052, Committee 6, 1st meeting)

Resolution C 12/Beijing 1999

Reconstitution of the WCO–UPU (World Customs Organization–Universal Postal Union) Contact Committee

Congress,

In view of
the positive results of the work done by the WCO–UPU Contact Committee,

Considering
that efforts to speed up and simplify customs treatment of postal items should be continued,

Taking account
of questions whose study must be developed,

Considering
that the cooperation between the UPU and the WCO which has existed since 1965 is in the best interests of both organizations,

Authorizes

the Postal Operations Council to reconstitute the WCO–UPU Contact Committee in order to continue the study of common problems.

(Proposal 20. 0.34/Rev 1, Committee 4, 2nd meeting)

Resolution C 13/Beijing 1999

Conditions of acceptance and special packing

Congress,

Considering
that the make-up of items is an element of competition in the transport market,

Noting
that the present Convention and Regulations in this field include details which may no longer be applicable and which may for this reason give the service offer an outdated look,

Knowing
that most mail is now sent by air and that alignment with the corresponding rules applied by the air carriers affiliated with IATA is required,

Instructs

The Postal Operations Council:

- to conduct an in-depth study of the make-up rules of the Letter Post and Parcel Post Regulations with the aim of modernizing these rules;
- to make the appropriate decisions within its own competence as soon as possible or to present proposals to the next Congress.

(Proposal 25. RE 0.1, Committee 4, 2nd meeting)

Resolution C 14/Beijing 1999**Quality of Service Programme – 2000–2004**

Congress,

Considering

that improving quality by reducing transmission times, and by enhancing the security of the world postal network and of postal items constitutes for the administrations and the Union an objective of primary importance for safeguarding the image of the Post in the eyes of the public,

Taking note of

the encouraging results achieved by implementing the Quality of Service Programme (Seoul Congress resolution C 17),

Noting

the need for the Union to continue its work relating to the improvement of quality,

Decides

on the implementation of a Quality of Service Programme for the period 2000–2004 for the purpose of achieving a lasting improvement in the quality of the international postal service, in particular in administrations currently encountering specific difficulties in this field, through the following projects:

- Project No 1: Quality standards of the international postal service
- Project No 2: Permanent testing of the quality of the international postal service
- Project No 3: Operational field missions by consultants to achieve lasting quality of service
- Project No 4: Permanent enhancing of the effectiveness of the world postal network
- Project No 5: Regional and sub-regional cooperation in the field of quality,

Instructs

the Postal Operations Council, in conjunction with the Council of Administration and the International Bureau, to take the necessary measures to achieve significant results in the various areas covered by the Quality of Service Programme and to submit a report on its execution to the next Congress,

Urges

- a the postal administrations of the Union and Governments, each insofar as it is concerned:
 - to do their utmost to improve the quality of the postal services offered, particularly by:
 - applying international postal quality standards and informing customers about them,
 - actively participating in international postal quality testing,

- strengthening regional and sub-regional cooperation to improve the quality of the international postal service;
 - to cooperate fully in any project designed to stimulate their initiatives and to draw maximum advantage from the implementation of the activities initiated;
 - to study the possibilities of increasing the amount of voluntary contributions in support of UPU activities in the field of quality;
- b the member countries and the Restricted Unions to provide active support for the operations initiated within the framework of the Quality of Service Programme.

(Proposal 034, Committee 6, 2nd meeting)

Resolution C 18/Beijing 1999

Quality of service standards applicable to the universal postal service

Congress,

Considering

- that a universal postal service is the acknowledged right of all postal service users/customers in the world;
- that users'/customers' satisfaction depends on the harmonious development and continuous improvement of quality postal services at both domestic and international levels;
- that one of the principal roles of the governmental bodies responsible for postal services is to assure users'/customers' satisfaction by ensuring that standards are set for the quality of all aspects of the services offered under the universal service obligation and that the achievement of these standards is monitored,

Noting

- the work conducted on quality of service by the Council of Administration;
- the responsibilities assigned to both governments and postal administrations in the Beijing Postal Strategy;
- the role played by postal services in national and regional development, economic development and the quality of life of the population;
- the economic, demographic and geographic differences between member countries, making it unrealistic to propose uniform criteria applicable throughout the Union's territory,

Invites

Member countries:

- to ensure that measurable quality of service standards are set for services offered within the framework of the universal postal service in the following areas:
 - a access to services,
 - b users'/customers' satisfaction,
 - c speed and reliability,
 - d security,
 - e liability, treatment of inquiries;
- to ensure that targeted levels of achievement are set for these standards;
- to monitor and to evaluate, on an established periodic basis, the achievement of the standards;
- to publish or require to be published, if applicable, on an established periodic basis, the levels of achievement of the standards;
- to establish a process for monitoring and reviewing these standards,

Urges

member countries to make every effort to decide on, apply and observe the quality standards which respond to the reasonable expectations of postal service users/customers,

Instructs

the Council of Administration in consultation with the Postal Operations Council to draw up quickly a memorandum listing the universal postal service obligations incumbent upon member countries and giving guidelines on how to set quality of service standards in the above-mentioned areas,

Instructs

the International Bureau to disseminate this document among all member countries.

(Proposal 20. 0.2, Committee 3, 2nd meeting)

Resolution C 19/Beijing 1999**Study on the CN 22 and CN 23 Customs declaration forms**

Congress,

In view of
the increasing use of personal computers in daily life and the growing interest of postal customers in printing customs declarations using their computers,

Considering
that the layout and other characteristics of the existing CN 22 and CN 23 forms contain features which may cause problems for customers such as the colour, the headings and the number of copies required,

Instructs

the Postal Operations Council to study, in coordination with the World Customs Organization, all aspects of the CN 22 and CN 23 customs declaration forms with a view to adapting them to customer needs, taking into account any effects on international postal operations.

(Proposal 20. 0.24, Committee 4, 2nd meeting)

Resolution C 20/Beijing 1999**Improving quality**

Congress,

Aware
of the efforts which the International Bureau has been making for some time to improve the quality of postal services,

Recognizing

- the importance of quality of service and its influence on satisfying user needs and on user habits;
- that the standard of quality attained by each country contributes to establishing the total quality of the world postal network;
- that quality development varies from country to country and that, consequently, uniform standards cannot be applied to all cases;
- that it is indispensable to base action on the actual situation in each country, with each administration having to set its own quality standards with which it undertakes to comply;
- the need to rely on the results of progress on quality of service in order to be able to apply the necessary corrective measures,

Urges

postal administrations to notify the International Bureau, before the end of the year 2000, in accordance with article 39 of the Convention and the related resolution, of the quality of service standards and objectives with which they undertake to comply for principal flows,

Instructs

- the Council of Administration, in conjunction with the POC, to encourage the definition, before the end of 2001, of rules and methods permitting evaluation of the quality of service standards attained by all postal administrations;
- the International Bureau to prepare and apply, with effect from 2002, a common quality evaluation system, comprising follow-up programmes conducted by the UPU and the Restricted Unions as well as periodic publication of the results obtained by each administration.

(Proposal 053/Rev 1, Committee 6, 2nd meeting)

Resolution C 23/Beijing 1999

Relations with customers and strategic partners

Congress,

Conscious

of the importance of making the needs of customers the key focus of all activities of the Post,

Noting

the emphasis placed on customer needs in the Seoul and Beijing Postal Strategies and as reflected in the mission of the UPU,

Stressing

the value of partnerships between the Posts and their customers and strategic partners in the customer satisfaction value chain, at international, regional and national levels,

Instructs

the Postal Operations Council to include the following main objectives in its future strategies and work programme for the period 2000–2004 and beyond:

- a make the customer the key focus of all of the activities of the Posts, the implementation of the UPU Customer Service Charter and the organization of Customer Days (UPU, regional and national levels) being a key element of the process;
- b strengthen customer/supplier relationships between the Posts and their partners in the customer satisfaction value chain;
- c establish and strengthen strategic partnerships in the various market segments;
- d implement integrated marketing communications directed towards customers and strategic partners;
- e assist the postal operators of UPU member countries to become more customer-oriented, facilitating and sharing experience (best customer relation practices) and developing marketing expertise in all areas of customer issues which are key elements of the process and strategies);
- f re-establish contacts with industry groups including the associations of Publishers and Private Operators,

Urges

- the administrations of UPU member countries to:
 - place the needs of customers as the key focus of all activities of the Post;
 - ensure that sufficient financial and human resources are made available to support the customer-related activities;
 - participate in the activities undertaken at UPU level;
- the Restricted Unions to:
 - support the efforts of their members to become customer-driven;
 - facilitate the development of marketing expertise and the sharing of experiences in all areas concerning customer issues.

(Proposal 055, Committee 7, 1st meeting)

Resolution C 24/Beijing 1999

Customer Service Charter

Congress,

Recognizing

the importance of making customers' needs the key focus of all activities of the Post, as stressed in the Seoul and Beijing Postal Strategies, embodied in the concepts of "Customer First" and "Customer Care" and reflected in the mission of the UPU,

Acknowledging

that customers' needs cover a wide area,

- starting even before a transaction is made (eg providing clear and up-to-date information about services);
- including the provision of secure, reliable, courteous and speedy services;
- right up to an efficient and courteous after-sales service, including handling any subsequent inquiries, complaints, compensation claims and settlement of accounts,

Noting

that it is the practice of many customer-driven companies to embody these concepts and commitments in a "Customer Service Charter" which is distributed and published widely, and which explains in clear, straightforward language

- what the customer has a right to expect from the postal service;
- how the customer should be treated by the postal service,

Recognizing

that the postal operators of the UPU member countries are also customers and suppliers of each other, often with volumes equivalent to major domestic customers, and should be treated with the same professional care and importance accorded to a major customer-supplier relationship, thus encouraging the postal operators of UPU member countries to act cooperatively to serve each other's customers,

Approves

the text shown in annex 1 as the Customer Service Commitment, which indicates the actions, values and principles which all UPU member countries' postal operators commit themselves to observe in their relations both with their customers and with fellow postal operators,

Recommends

- i that the postal operators of UPU member countries should use the text of the Customer Service Charter at annex 2 by publishing, displaying and communicating it throughout their own organizations, and especially to their customers; or alternatively, to use it as inspiration for publishing their own Customer Service Charter in the same way;
- ii that the Charter should be widely published, communicated and displayed by the UPU in appropriate places such as UPU publicity material and the UPU website.

(Proposal 067, Committee 7, 1st meeting)

Annex 1

Postal operators of UPU member countries' customer service commitment

The postal operators of UPU member countries with universal service obligations are committed to meeting customer needs in the following areas:

Customer information

Publishing, and making widely available, clear information, such as:

- service and product conditions, prices and standards;
- how to make inquiries or complaints.

Customer service standards

Establishing, and publishing widely, performance standards such as:

- delivery times for national and international letters, parcels and EMS;
- speed of handling inquiries, compensation claims and complaints;
- monitoring performance against these standards, and publishing the results.

Customer Care

- Establishing Customer Care units, with professionally trained staff, to handle customers' inquiries, compensation claims and complaints efficiently, speedily and courteously.
- Establishing regular customer contact forums, such as Customer Day and contact groups for customer representatives.

Recognizing and acting on customers' needs

- Listening actively to customers' concerns, measuring customer satisfaction, and being flexible in seeking constant improvement to services or procedures where needed.
- Training all staff to recognize the importance of the customer, and to be committed to excellence in providing all customers with services which are secure, reliable and speedy.

Acting as customers and suppliers to each other

- Building a customer-supplier relationship between UPU member countries' postal operators, so that their needs and the needs of their customers are treated with the same care and attention as is accorded to domestic customers.
- Challenging failures in our domestic services when they affect international customers.

Annex 2

Customer service charter for all customers in all countries

- We will provide high-quality, secure and reliable services.
- We will publish clear performance standards, monitor performance regularly against the standards, and publish the results.
- We will publish clear and up-to-date information about our services.
- We will provide customer contact points where you can make inquiries and complaints, and seek compensation.
- We will respond professionally, courteously and promptly in all our dealings with you.
- We will monitor how satisfied you are with our services, and we will constantly seek improvements in all areas, to meet your needs.

Resolution C 29/Beijing 1999**Customer service relationships**

Congress,

Recognizing

- the increasing demands from customers for fast, effective customer service and the progress made by postal administrations' competitors in this area;
- the increasing trends for administrations to build customer/supplier relationships with each other, treating each other as customers;
- the potential benefits of improvements in this area,

Instructs

the Postal Operations Council:

- to conduct a full study of customer service relationships between postal administrations, covering the following issues and any others identified as pertinent:
 - customers' increasing expectations of customer service;
 - the competitive situation;

- the customer/supplier relationship between postal administrations;
- the requirements for standards of customer service availability and response to be contained within the Convention;
- the work already carried out in this area by the European Parcels Group;
- proposal 20. 28.2 concerning inquiries;
- to examine and approve appropriate proposals, treating them as urgent;
- to submit appropriate proposals to the Postal Operations Council as soon as possible.

(Proposal 20. 0.40, Committee 7, 1st meeting)

Resolution C 36/Beijing 1999

Development of postal markets

Congress,

Having noted

the results of the work done by the Postal Operations Council in the field of developing postal markets and marketing,

Aware

of the need to make the Post around the world a customer-driven, marketing-minded and profitable organization where economic, social and environmental objectives are combined to make a meaningful contribution to the development of today's and tomorrow's demanding society,

Instructs

- the Postal Operations Council, in connection with customers, markets, services and marketing, to include in its work programme the following objectives:
 - a make the customer the key focus of all of the activities of the Post;
 - b facilitate market growth;
 - c develop high-quality and customer-valued products and services to be available worldwide;
 - d establish and strengthen strategic partnerships in the different market segments;
 - e implement integrated marketing communications directed towards strategic partners, including industry associations;
 - f facilitate sharing of experiences (best business practices and the development of marketing expertise in least experienced countries);
 - g assist UPU member countries to become more market- and customer- oriented;
 - h research global markets and enhance UPU capability in postal markets information management;
 - i increase the responsiveness of the UPU to evolving customers' needs and changes in the postal markets;
- the Postal Operations Council and the International Bureau to develop and implement programmes and technical assistance projects designed to achieve the above-mentioned objectives (subparagraphs a to i), in particular in the developing countries;
- the International Bureau to monitor the implementation of these programmes and projects and report on them to the next Congress,

Invites

- all postal administrations of UPU member countries to include the objectives mentioned in subparagraphs a to i in their strategies and work programmes;
- the Restricted Unions to develop and implement consistent strategies at regional level to achieve the objectives pursued.

(Congrès–Doc 30, Committee 7, 1st meeting)

Resolution C 43/Beijing 1999**Future organization of UPU standardization activities**

Congress,

Having considered
the report of the Postal Operations Council on UPU standardization activities (Congrès–Doc 28),

Having noted
the considerable achievements that have been obtained from the activities of the UPU's Technical Standards Board (TSB) during the 1994–1999 period,

Having taken account
of the decision of the Postal Operations Council that the Standards Approval process, as reviewed by the Technical Standards Board (TSB), will apply to any technical standard developed under the authority of the POC and CA (Decision CEP 23/1996),

Aware
of the fact that standardization should be considered to be one of the core activities of the UPU and should be considered a vital part of the functioning of the Union,

Convinced
that the UPU should take a leading role in postal standardization activities and should adopt a pro-active approach in facilitating developments in this area,

Stressing
the importance of establishing the UPU as the worldwide authority on postal standards,

Recognizing
the need to establish clear responsibilities regarding the different aspects of maintenance of the UPU forms,

Also considering
the evolving role of government representatives/regulators in the activities of the UPU, mainly within the Council of Administration,

Aware
that standards are an important part of the field of interest of government representatives/regulators in UPU activities,

Recognizing
the need to therefore establish a reporting link, on an as-needed basis, between the standardization activities and the Council of Administration,

Endorses

the recommendations as laid out in the Postal Operations Council report on UPU standardization activities (Congrès-Doc 28),

Invites

the Postal Operations Council:

- to examine the advisability of establishing a separate entity, reporting directly to the POC plenary and, as needed, to the Council of Administration, responsible for the handling of all UPU standardization activities (in cooperation with the other organs of the UPU): the Standardization Board;
- to maintain the basic operating policies of the standardization activities, as set out for the Technical Standards Board in the UPU Technical Standards Manual and approved by the POC, and to have these carried out by the Standardization Board;
- to develop the synergies between the various bodies of the Postal Operations Council and the Standardization Board through the participation of the Chairman of the Standardization Board in the POC Management Committee;
- to establish clear responsibilities in the Standardization Board with regard to the various aspects of the maintenance of UPU forms,

Instructs

the International Bureau:

- to ensure the appropriate organizational structure is put in place within the International Bureau to carry out all the necessary activities in support of the Standardization Board.

(Proposal 035, Committee 6, 3rd meeting)

Resolution C 44/Beijing 1999**Encouraging improved quality of service performance in the worldwide postal network**

Congress,

Noting

- that the postal administrations of the UPU enjoy the right to provide a universal postal service throughout the single postal territory;
- that this right carries with it an obligation to offer a high quality, affordable postal service to the satisfaction of our customers worldwide;
- that the quality of the international postal chain is dependent upon the performance of each of its links,

Considering

- that the Postal Operations Council, through its work programmes, provides technical consultancy, management training and a range of reference material to postal administrations to assist them in their efforts to improve their quality of service;
- that the quality of service tests conducted by the UPU and other international postal bodies provide evidence of performance over numerous links. From this data it is possible to establish, in respect of many administrations, whether their performance is stable, improving or deteriorating and how it compares with that of other administrations,

Anxious

to utilize any means to encourage administrations to enhance their quality of service, paying particular attention to administrations which in comparison with others in countries of a similar level of development have achieved worse quality of service standards (this will include administrations of industrialized countries whose postal services offer relatively poor standards),

Recognizing

that normal service standards cannot always be maintained, however, during cases of force majeure (civil war, freak climatic conditions, labour strikes, etc),

Requires

the Council of Administration, in consultation with the Postal Operations Council:

- to follow closely the action taken and contacts made by the International Bureau with regard to administrations showing evidence of inadequate quality performance and to take cognizance of reports which enable it to identify the causes of these inadequacies and their possible solutions;
- attempt to address the problem of inadequate performance over a sustained period, by mandating the Director-General of the International Bureau to write officially to the Government of the postal administration concerned to:
 - a advise it that its postal services are threatening the quality performance of the single postal territory and as such have become the subject of concern for its postal partners in the UPU;
 - b inform it of the situation in the countries in the same region which have similar conditions of development and of the measures adopted by the postal administrations of those countries;
 - c request it take urgent measures to adequately meet the demands of its customers and its worldwide universal service obligations;
 - d remind it that the UPU can be used as a source of information and comprehensive advice to help effect service enhancements.

(Proposal 20. 0.52, Committee 6, 3rd meeting)

Resolution C 47/Beijing 1999**International Id-tagging and image transmission policy and plan**

Congress,

Taking note

of the International Id-tagging and image transmission policy and plan put forward in Beijing Congrès-Doc 75,

Bearing in mind

that postal operators will expand the use of machines and technical equipment for mail sortation in order to improve the quality of service and reduce processing costs,

Realizing

- that currently a number of postal operators are unable to optimally use their equipment for processing international mail because there is no commonly agreed International Id-tagging and image transmission policy and plan; and
- that an International Id-tagging and image transmission policy and plan needs to promote interoperability of the international postal network in order to meet quality of service expectations,

Aware

- of the potential benefits arising from an International Id-tagging and image transmission policy and plan in terms of quality of service and cost-effectiveness;
- of the risks and costs that may arise especially for those countries that consider buying automated mail processing equipment in the near future if their equipment is not compatible with a commonly agreed International Id-tagging and image transmission policy and plan,

Noting

- that the Technical Standards Board has already defined standards that could be used for tag coding international mail;
- that the Letter Post Regulations already reserves a specific area on the reverse side of the mail item for Id-tagging per standard S18;
- the progress made by postal operators in the implementation of automated mail processing equipment and image transmission;
- the interest shown by equipment suppliers in practical work in this field,

Decides

- that the Union and postal operators should promote the International Id-tagging and image transmission policy and plan and, in particular, should encourage their continued development and refinement;
- and conduct related testing and standards development,

Invites

Postal operators:

- to actively contribute to the final definition and implementation of an International Id-tagging and image transmission policy and plan, bearing in mind the need for interoperability and harmonization;
- to involve customers, postal equipment suppliers and any other parties in the introduction of such a policy and plan,

Urges

especially those postal operators that currently use automated mail processing equipment to assist countries having plans to acquire similar technology by helping them to identify their requirements in a timely fashion,

Instructs

the Council of Administration, the Postal Operations Council and the International Bureau, each in its area of responsibility, to monitor and support the development and implementation of all necessary measures to realize an International Id-tagging and image transmission policy and plan in both the developed and the developing countries.

(Proposal 037, Committee 6, 3rd meeting)

Resolution C 48/Beijing 1999

Naming convention for E-mail addresses before the symbol @

Congress,

Recognizing

- the likely growth in the use of E-mail as a communication tool;
- the potential benefits of using this communication tool between postal administrations,

Instructs

the Postal Operations Council:

- to confirm the need for a naming convention for E-mail addresses of postal units, including offices of exchange and to propose what that naming convention should be, covering the following issues and any others identified as pertinent:
 - the benefits of adopting a pre-existing convention, such as the UN location codes for offices of exchange;
 - the encouragement of all postal administrations to adopt this new naming convention, with assistance from the UPU where appropriate;
- to examine and approve appropriate proposals, treating them as urgent;
- to submit appropriate proposals to the 2000 Postal Operations Council, if that should prove necessary.

(Proposal 20. 0.33/Rev 1, Committee 6, 3rd meeting)

Resolution C 51/Beijing 1999

National legislation in support of postal security

Congress,

Acknowledging

that to improve the quality of the postal service, ensure revenue protection, and contribute to a positive image of the Post, postal administrations must be able to guarantee security in all sectors of their activities,

Recognizing

- the importance of the prevention of injuries to people resulting from dangerous goods in the mail;
- the need to prevent the loss or theft of mail entrusted to the Posts by our customers;
- the importance to postal administrations of preventing revenue and asset losses;
- the social and business importance of preserving customer confidence in the Post,

Bearing in mind

the need to safeguard the quality and integrity of postal services,

Considering

the vulnerability of the international and domestic postal systems to criminal acts such as theft, robbery, burglary, assaults on employees, fraud, traffic in drugs, pornography, and other related crimes,

Acknowledging

the specialized knowledge and skill required to counter criminal activity directed against postal services and the limited resources available to counter this activity,

Appeals

to the governments of member countries:

- to develop and adopt specific postal laws, regulations and measures to ensure the integrity and security of the mail and to ensure quality of service and security of postal services worldwide and to empower postal administrations to react appropriately, in accordance with national legislation, to any kind of criminal abuse of the postal network,

Urges

postal administrations:

- to adopt a security strategy at all levels of the Post to prevent injuries to postal customers, employees and all parties who transport the mail; ensure integrity and security of the mails; increase the competitive edge and enhance the public image of the Posts;
- to create permanent security units within the Posts to provide security, investigative and preventive attention to ensure confidence in the mails;
- to assign postal security units sufficient authority to conduct activities to safeguard the Posts;
- to encourage other national security bodies to establish and strengthen close relations with that of postal administrations;
- to establish and develop close cooperation with appropriate national bodies in order to coordinate initiatives and improve the effectiveness of security activities,

Instructs

the permanent bodies of the Union to encourage international initiatives concerning the proposed legislation, regulations and measures by governments and postal administrations of member countries.

(Proposal 042/Rev 1, Committee 6, 3rd meeting)

Resolution C 53/Beijing 1999

Offices of Exchange codes on forms CN 31, CN 32, CN 37, CN 38, CN 41, CP 86, CP 87 and CP 88

Congress,

In view of

the increasing use of EDI transmissions and the more accurate UPU standard information included in the messages,

Considering

that EDI transmissions using Offices of Exchange codes are more exact than paper documents in specifying offices of destination and origin,

Taking account of

the fact that existing location descriptions on letter and parcel delivery bills can cause confusion in matching EDI information with the appropriate paper letter or parcel delivery bill,

Instructs

the Postal Operations Council to study and adopt the inclusion of the Offices of Exchange codes, as specified in standard S6-3 of the UPU Technical Standards Manual, for offices of origin and destination on forms CN 31, CN 32, CN 37, CN 38, CN 41, CP 86, CP 87 and CP 88.

(Proposal 20. 0.17/Rev 1, Committee 6, 3rd meeting)

Resolution C 61/Beijing 1999**Survey on changes in the product mix of postal administrations throughout the world**

Congress,

Aware

- of the fact that there is a steady flow of business and private postal customers who turn to alternative services for sending their mail, and that this increased use of substitutes has a drastic influence on the income and product mix of the traditional postal service;
- that the availability of substitutes is influenced by technological development and the demands of customers for service and information,

In view of

the fact that the liberalization of the world's postal markets and the rapid development of substitute mail services is having a serious effect on traditional postal services, making it necessary to react by developing new areas of activity,

Instructs

the International Bureau to collect information on an ongoing basis concerning:

- i the use of substitutes and their influence on the product mix of the existing postal services;
- ii new areas of activity introduced by postal administrations, as well as initiatives and plans for new products and services, including those that have not succeeded or have been discontinued.

(Proposal 026, Committee 7, 2nd meeting)

Decision C 62/Beijing 1999**Publication of the Multilingual Vocabulary of the International Postal Service with definitions of the terms in French and English**

Congress,

Considering

the importance of the "Multilingual Vocabulary of the International Postal Service" published by the UPU, which contains postal service terms and expressions,

Noting

that the 1994 Seoul Congress adopted English as a working language of the UPU International Bureau,

Bearing in mind the fact

that this publication contains definitions of the terms in French only, and that this causes problems for many postal administrations which use English,

Instructs

the International Bureau and POC Working Party A 19, which is responsible for updating the Multilingual Vocabulary and its supplements, to study the possibility of adding definitions in English in the next version of this publication, which will come out after the Beijing Congress.

(Proposal 038, Committee 7, 2nd meeting)

Resolution C 63/Beijing 1999

Priority Action Plan for the Development of Philately

Congress,

Referring

- to the activities undertaken by the World Association for the Development of Philately to promote and develop philately and stamp collecting worldwide;
- to the growing interest shown by partners from the philatelic industry in cooperating with postal administrations in the development of philately;
- to the positive consequences for the development of philately of the increasingly strong three-way partnership between postal administrations and parties representing the philatelic industry and to the stimulus provided by an additional customer-friendly group,

Considering

the purpose of the Union and the aims that it pursues as expressed in the Preamble to and in article 1 of the Constitution,

Noting

- that philately constitutes an important part of the business of the Post and provides appreciable support for the Post and for postal development in general;
- that postage stamps and postal philatelic products continue to represent a considerable source of revenue for the Post, both when used for normal postal purposes and from the commercial and philatelic points of view;
- that postage stamps represent a specific brand image distinguishing the postal service from private sector delivery services and that they continue to act as the most prominent ambassadors for the image of a country and its postal service, not only nationally but also internationally;
- that additional advantages for the promotion of the postal service are represented by the increased use of postage stamps as marketing tools by the private sector, such as the direct mail marketing business,

Instructs

the Postal Operations Council to:

- reconstitute the World Association for the Development of Philately (WADP);
- continue supporting the activities of the WADP which have as their basis the following objectives and strategies:
 - a establishment of an improved management structure for the WADP;
 - b promotion and implementation of the Guide for the Development of Philately;
 - c development of special activities aimed at promoting and developing philately;

- d undertaking fund-raising actions to help further the development of philately;
- ensure that sufficient financial and human resources are made available to support the development of philately,

Urges

the administrations of UPU member countries:

- to support the activities of the World Association for the Development of Philately and participate in the development of philately;
- to give priority to the development of philately as a means of promoting the image of the postal service and as an important factor in postal development in general.

(Proposal 043, Committee 7, 2nd meeting)

Recommendation C 64/Beijing 1999

Development and enhancement of activities to promote culture, philately and the postal services

Congress,

Considering

that the Universal Postal Union's mission is to promote, through the postal services, understanding and communication among peoples as well as international cooperation in cultural, social and economic fields,

Taking account of the fact

- that UNESCO's mission is to contribute to peace and security by promoting collaboration among the nations through education, science and culture;
- that UNESCO is also striving for greater mutual understanding among peoples through the use of the mass communication media, dissemination of culture and international cooperation,

Aware

that the Convention on the Rights of the Child is a legal international instrument incorporating a wide variety of rights and, in particular, the right to cultural development,

Emphasizing

- that throughout its history, the UPU has undertaken different activities in this sense, such as the international letter-writing competition for young people, organized by the International Bureau jointly with UNESCO;
- that the World Association for the Development of Philately (WADP) has accomplished and organized many actions to develop this sector and promote culture and education,

Aware

of the need to enhance relations between the international organizations to help achieve common objectives,

Recommends

that the International Bureau develops closer cooperative ties with UNESCO and UNICEF in order to undertake with them activities to promote culture, philately and the Post,

Instructs

both Councils to prepare a worldwide strategy in support of national objectives in education and the promotion of culture, in cooperation with the International Bureau and the WADP.

(Proposal 045/Rev 1, Committee 7, 2nd meeting)

Resolution C 65/Beijing 1999**Upgrading UPU capability in the management of postal markets information**

Congress,

In view of
the dramatic pace of changes in the postal industry, both national and international postal markets, in terms of growing market liberalization and deregulation, more sophisticated customer demand, and expanding competition of all types,

Taking into account
the need for the UPU and its members to be constantly aware of such changes, to be proactive and respond more rapidly and flexibly to the needs of the markets and the requirements of customers as stressed in the Beijing Postal Strategy,

Noting
that there is a need to increase the capability of the UPU/IB concerning postal markets information management,

Taking note
of the activities already undertaken during the period 1995–1999 directed towards the development of the UPU Postal Markets Information System,

Acknowledging
the benefits of such a system which flow to all of the stakeholders in the postal industry and which, in particular, will enable the UPU to develop and implement strategies based on worldwide market knowledge,

Instructs

- the Council of Administration to allocate the necessary funds needed for the development, deployment and management of the UPU Postal Markets Information System;
- the Postal Operations Council and the International Bureau to continue this project to develop and deploy the Postal Markets Information System;
- the International Bureau to:
 - a undertake regular postal environment, market and competitive analysis to support the strategic and operational decision-making process for the CA and POC and their working parties and task forces;
 - b encourage and facilitate the deployment of this system within the postal administrations of the developing countries.

(Proposal 058, Committee 7, 2nd meeting)

Resolution C 66/Beijing 1999

Priority action plan for the development of marketing in countries with least experience

Congress,

In view of
the dramatic pace of changes in the postal industry worldwide, in terms of globalization and liberalization, and more sophisticated customer demand,

Considering
the need for the UPU and its members to be market- and customer-driven,

Noting
that it is vital to increase the capability and expertise of all of the postal administrations of the developing countries with a view to strengthening the universal postal marketing infrastructure,

Taking note
of the activities already undertaken by the Postal Operations Council (POC) during the period 1995–1999 directed towards the development of marketing, with the support of the experienced postal administrations of the developed countries,

Acknowledging
the benefits of such strategic postal development activities that flow to all of the stakeholders in the postal industry, and which in particular will enable the UPU and its members as a whole to be responsive to market changes and evolving customers' demands,

Instructs

- the Postal Operations Council and the International Bureau to continue:
 - a the marketing development programme;
 - b the development and implementation of the mentorship programmes, involving all key strategic partners;
- the Postal Operations Council:
 - a to give this strategic programme high priority during 2000–2004;
 - b to continue the development of marketing resources, the organization of marketing development workshops and the marketing directors conferences;
- the Council of Administration to allocate the necessary funds for the development, deployment and management of the marketing development activities;
- the International Bureau to nominate a central project manager/coordinator.

Invites

the Restricted Unions to support their members' efforts to enhance their marketing expertise, and roll out the marketing development projects at the regional level.

(Proposal 059, Committee 7, 2nd meeting)

Resolution C 67/Beijing 1999

Issue of a World Postage Stamp

Congress,

Considering

the purpose and mission of the Universal Postal Union, as stated in the Preamble to and in article 1 of its Constitution,

Aware

of the fundamental role of the UPU, as a United Nations specialized agency, in promoting postal and philatelic activities worldwide,

Taking into account

- the fact that the development of philately invariably figures in the strategic planning of the Union's bodies;
- the obvious interest shown by Union member countries and philatelic customers in the various activities and initiatives undertaken and coordinated by the Philatelic Associations – UPU Contact Committee, now called the "World Association for the Development of Philately" (WADP),

Recognizing

- the importance of philately as a means of cultural exchange between peoples;
- the value that postage stamps have in teaching fundamental disciplines such as history, science and the arts;
- the need to promote the image of the Post and its role in the daily life of people;
- the fact that philately is a marketing means and a source of considerable revenue,

Wishing

to strengthen the direct support given by the permanent bodies of the Union to the development of philately,

Instructs

- the Postal Operations Council to study, in cooperation with the International Bureau and the World Association for the Development of Philately, the possibility of issuing a World Postage Stamp, by endeavouring to obtain the widest possible participation of Union member countries;
- the International Bureau to call upon the Restricted Unions to collect information regarding any experience they may have in this connection,

(Proposal 069, Committee 7, 2nd meeting)

Resolution C 68/Beijing 1999

Responsiveness to market changes

Congress,

In view of
the increasing pace of change in all aspects of both national and international postal markets, in terms of growing market liberalization and deregulation, more sophisticated customer demand, and expanding competition of all types,

Taking into account
the need for UPU members both to be constantly aware of such changes and to be ready to adapt and respond more rapidly and flexibly in the light of these circumstances,

Instructs

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

- to have a postal environment, market and competitive analysis prepared and presented to each CA and POC session for discussion, and circulated to all UPU members for information, so that all are aware of significant recent developments in market, customer, competitive, regulatory, technological and other areas;
- to designate a session at each CA and POC to examine this analysis of external market, customer, competitor and regulatory trends;
- to encourage other members to present their own environmental and market analysis.

(Proposal 20. 0.41, Committee 7, 2nd meeting)

Resolution C 69/Beijing 1999

Customer satisfaction measurement

Congress,

In view of the fact that

- complete and comprehensive satisfaction of the customer is the basic target of all postal services throughout the world;
- meeting the needs of customers through the introduction of effective and reliable postal services or continuous improvement of existing services by postal regulators and operators throughout the network is the sole right of all customers and among the top priorities of our business;
- dissatisfaction of customers and separation of even one of them from any part of our global network will have serious and harmful effects, whether financial or image-wise, on the whole postal network throughout the world,

Considering

- the continuous decrease in postal market share of some postal administrations, particularly in commercial services and in its most profitable parts;
- unequivocal, keen and ever-increasing competition from courier services in attracting customers, especially for commercial services, from postal administrations;
- the ever-increasing needs of customers, particularly in commercial areas and fields which necessitate principal and systematic attention to the exact needs of the customers,

Noting

- the results of studies conducted in this field showing significant inter-relations among different factors such as customer satisfaction, profitability and development of commercial businesses in postal administrations;
- the fact that customer satisfaction criteria are the most important and expressive factors for the evaluation, applicability and effectiveness of postal services;
- the fact that the measurement of satisfaction of commercial service customers has a special priority and importance,

Instructs

the Postal Operations Council to take the following measures with the cooperation of the Council of Administration and the International Bureau:

- to adopt a computerized programme for an annual measurement of customer satisfaction within the UPU and prepare operational guides for postal administrations concerning all commercial and traditional services in this field;
- to send the customer satisfaction measurement programme with any necessary supplements to all postal administrations of member countries and provide technical and educational assistance through UPU regional consultants as requested by member countries for the adoption and implementation of this programme;
- to collect the results of the implementation reports from the postal administrations of the member countries for analysis by the International Bureau;
- to provide the postal administrations of the member countries with operational recommendations;
- to report the results of the activities to the POC and the CA for appropriate follow-up action,

Appeals to

the governments of the member countries to pay special attention to this matter and provide any necessary support in this regard,

Urges

all postal administrations and Restricted Unions to focus all their efforts on and attention to sound implementation of this programme by making use of regional consultative services and cooperating with the International Bureau.

(Proposal 054, Committee 7, 2nd meeting)

Recommendation C 70/Beijing 1999**Philatelic code of ethics for the use of UPU member countries**

Congress,

Referring

- to article 5 of the Convention which specifies the terms under which postage stamps shall be issued;
- to the letter Post Regulations, which specify the characteristics of postage stamps,

Considering

the purpose of the Union and the aims which it pursues as expressed in the Preamble to and in article 1 of the Constitution,

Observing

- that postage stamps and postal products have a specific value when used for normal postal purposes;
- that they may also have a commercial value when used for philatelic purposes,

Recognizing

that the philatelic value of postage stamps and postal products depends:

- on the exclusive rights of postal administrations to issue postage stamps, as recognized by the Universal Postal Union;
- on the due observance, by administrations, of the relevant Acts of the Union;
- on the application by administrations of proper postal procedures in their services,

Noting

the desire expressed on various occasions by postal administrations for there to be available a recognized code of practice to be observed in regard to the issue and provision of postage stamps and products for philatelic purposes,

Recommends

the administrations of member countries of the UPU to observe the procedures described in the attached philatelic code of ethics for the use of member countries when issuing and providing postage stamps and postal items for philatelic purposes.

(Proposal 20. 0.39, Committee 7, 2nd meeting)

Annex

Philatelic code of ethics for the use of UPU member countries

The philatelic code of ethics for the use of member countries comprises the following recommendations:

1 Administrations creating philatelic products shall ensure that the use of the postage stamps and other means of denoting payment of postage does not lead to the creation of such postal products as would not result from the exercise of proper postal procedures.

Philatelic products within the scope of this code include, but are not limited to:

- maximum cards;
- first day covers;
- presentation packs or albums;
- envelopes with embossed or preprinted stamps;
- cachets for special occasions and events and related products;
- stamps with surcharges, in conformity with article RE 306 of the Detailed Regulations of the Seoul Convention.

2 Administrations shall not authorize such use of cancellation dies, handstamps or other official informative or operational markings as would not result from the exercise of proper postal procedures.

2.1 Administrations shall not permit the use of such cancelling or marking devices by persons other than their own employees.

2.2 In certain exceptional cases and provided that direct supervision is exercised by their employees, administrations may authorize the use of these cancelling or marking devices by persons other than their own employees.

2.3 Where administrations contract out part of their operational activity and in particular cancellation, the contract shall specify that the cancelling and marking devices shall be used for operational purposes only and in strict accord with the proper postal procedures of the administration concerned, which shall ensure that this rule is strictly observed.

3 In the sale of products for philatelic purposes incorporating postage stamps, administrations shall ensure that the handling of the postage stamp itself and the use of cancellation dies, handstamps, cachets and other marking devices are in conformity with their respective postal procedures.

4 For each issue of postage stamps, administrations shall ensure that these are printed in sufficient quantity to meet potential operational requirements and foreseeable philatelic needs. In employing cancellation dies, handstamps and cachets for special occasions or events, administrations shall ensure that a sufficient quantity of philatelic products is available to meet requirements.

5 In choosing themes, logos, emblems and other design elements for their issues of postage stamps, administrations shall, at all times, respect intellectual property rights.

6 Whilst administrations have no control over the use of postage stamps or articles entrusted to the postal service for postal or philatelic purposes once they have been sold, they shall nevertheless:

6.1 Not support or acquiesce in any artifice intended to enhance sales of their postage stamps or products incorporating postage stamps by suggesting a potential scarcity of these products.

6.2 Avoid any action which might be taken as declaring approval of or conferring official status on products of unofficial origin incorporating postage stamps.

6.3 In the event that they appoint agents to market their philatelic products, instruct such agents to observe the same procedures and practices as those of the administrations themselves. Administrations shall not permit agents to operate or alter their proper postal procedures nor to control philatelic procedures.

6.4 Specifically prohibit the sale or disposal by their agents of their postage stamps or products incorporating postage stamps below face value. In remunerating their agents, administrations shall obviate as far as possible any need for agents to sell postage stamps or philatelic products incorporating postage stamps above face value. Due allowance may be made for national or local variations in sales and other taxes which may be pertinent, including at international philatelic exhibitions.

6.5 Administrations shall retain full responsibility for the printing and delivery of postage stamps and related philatelic products, either directly or by making sure that all contractual obligations are fully respected and fulfilled by the agent, in order to avoid any misunderstanding between partners.

7 Postal administrations shall not produce postage stamps or philatelic products that are intended to exploit customers.

(Proposal 20. 0.39, Committee 7, 2nd meeting)

Decision C 71/Beijing 1999

Development of international response services

Congress,

Having noted
the results of the Postal Operations Council's work on developing international response services,

Noting
that globalization and the extensive use of direct personalized communication, particularly through direct mail marketing, will have a significant impact on the demand for such services at national, regional and international levels,

Taking into account
the growth potential of the direct mail market in all Union member countries,

Aware
that international response services represent value-added services useful to businesses wishing to improve their products and services nationally and internationally, particularly through direct mail,

Instructs

the Postal Operations Council to undertake the following activities:

- facilitate the development and expansion of the UPU international response services;
- facilitate sharing of experience and promote best practices, such as within the direct mail market development programme.

(Congrès–Doc 30.Add 2, Committee 7, 2nd meeting)

Resolution C 74/Beijing 1999

Customs clearance of postal items

Congress,

Recognizing

- the considerable volume of postal items submitted to customs control every day in all UPU member countries;
- the impact on quality of service and operational costs of the absence or inadequacy of the customs documentation attached to postal items;
- the need for postal operators to speed up the customs processing of items and reduce costs in order to compete,

Instructs

the Postal Operations Council:

- to conduct a study on ways of identifying items liable to customs duties or similar charges, or subject to quarantine, from the time of posting in the country of origin;
- to study how the presence and correct preparation of customs documentation and quarantine documentation could be ensured by the Post;

- to examine in particular if dutiable items and quarantine items could be dispatched to the country of destination in a way which could facilitate customs or quarantine control in the country of destination;
- to study the use of the full CN 23 customs declaration and the CN 22 label and study the possibility of incorporating quarantine declaration information in the CN 23 customs declaration and CN 22 label;
- to study the use of electronic pre-advice to accelerate customs clearance;
- on completion of the study, to draw up appropriate proposals and have them approved.

(Proposal 20. 0.20/Rev 1, Committee 4, 8th meeting)

Resolution C 76/Beijing 1999

Development of electronic and hybrid mail services

Congress,

In view of

the rapid pace of technological developments in the communications environment that have had a considerable impact on postal mail volumes over the past few years,

Considering

- the need for postal administrations to be increasingly responsive to the changes in the market in order to satisfy increasing customer demand;
- the potential for offering better-quality postal services by capitalizing on currently available electronic mail services technology;
- the potential decline in physical mail volumes in the near future;
- the importance of developing postal electronic services to ensure the viability of the postal network worldwide,

Noting

- the impact of E-communications including Internet which might be felt more slowly in rural and developing markets, but, which nevertheless, will arrive with full force within the next decade;
- that it is vital to increase the capability and expertise of all postal administrations in the field of electronic mail services, and in particular of the developing countries, with a view to strengthening the universal postal infrastructure,

Taking into account

- the work already undertaken by the Postal Operations Council (POC) to determine the status of current postal electronic services being provided or planned in all UPU member countries;
- the fact that the Beijing Postal Strategy includes the continuation of necessary work in the area of postal electronic services,

Instructs

the Postal Operations Council (POC):

- to undertake studies in the different areas of E-communications;
- to identify and appraise market research on the more important areas of E-communications and to formulate recommendations for implementation and further expansion where deemed appropriate;
- to encourage interaction with strategic partners specializing in the different areas of E-communications that could be of benefit to the Posts,

with a view to:

- bridging the knowledge gap;
- understanding the business of their customers in E-communications;
- developing and implementing strategies tailored to the needs of their customers, taking into account the characteristics of their environment;
- achieving a competitive global E-communications network,

Invites

the Restricted Unions to support their members in their efforts to develop electronic and hybrid mail services by supporting development projects at the regional level,

Instructs

the International Bureau to undertake actions aimed at increasing the awareness of the UPU member countries of the importance of developing electronic postal applications.

(Proposal 073, Committee 7, 3rd meeting)

Formal opinion C 78/Beijing 1999

Provision of information concerning postcodes

Congress,

Considering

the importance, for international postal exchanges, of having the correct postcode appear on items,

Invites

administrations to accede to requests from other administrations wishing to obtain free of charge from their information services a number of copies of their lists of postcodes in the form of either books or brochures or some electronic medium, including, where appropriate, the names of streets, etc.

(Proposal 20. 0.11, Committee 7, 3rd meeting)

Resolution C 79/Beijing 1999

Future development of the Consignment Service

Congress,

Taking note of

Seoul Congress resolution C 72 and following the successful and profitable introduction of the Consignment Service as a useful value-added service for the Post's customers,

Noting

the considerable efforts made, since the 1994 Seoul Congress, to promote and expand the Consignment Service,

Noting

the increasing number of administrations which intend to introduce the service, either as a full or a one-way service, within the next two years,

Recognizing

- that there is an increasing demand from business customers for this type of service;
- that the best way this demand can be met is by quickly extending the service to as many administrations as possible,

Urges

- all administrations not currently operating the service to explore the possibility of introducing the Consignment Service in order that the Posts may maintain and even enhance their position in the postal market place;
- Restricted Unions to encourage their members to introduce the Consignment Service with the aim of increasing traffic growth between their members,

Instructs

the Postal Operations Council to:

- continue its support of activities designed to encourage administrations to introduce the Consignment Service;
- set up a dedicated Task Force (comprising marketing and operational specialists) charged with accelerating and expanding the development of the Consignment Service.

(Proposal 20. 0.12, Committee 7, 3rd meeting)

Resolution C 81/Beijing 1999

Information of the user about the postal liability regulations and indemnities

Congress,

Referring

- to the provisions covering postal liability regulations and indemnities in articles 34 and 35 of the Convention, and to the provisions deriving from them in the Letter Post Regulations and the Parcel Post Regulations;
- to the provision covering the sender's liability in article 36 of the Convention,

Considering

- that users of a postal service are not always aware of the specific liability regulations and indemnities;
- that a good knowledge of liability regulations and indemnities could contribute to a better choice of a specific postal service by the user, and lead to fewer complaints and to more complaints being satisfactorily resolved;
- that users are not always aware of the fact that they may be liable for any damage caused to other postal items as a result of the dispatch of articles not acceptable for conveyance or of non-observance of the conditions of acceptance, and that they are not always aware of the

complaint procedure to be followed and of the possibility of taking further steps when the complaint has not been satisfactorily resolved,

Recognizing

that postal administrations cannot be expected to explain liability regulations, indemnities, the complaint procedure and possible further steps to each individual user when the latter has not asked them to do so,

Invites

postal administrations to:

- provide at postal service sales points easily understandable brochures containing the liability regulations and indemnities, both for their national services and for their international services, and containing the complaint procedure and possible further steps, and to make such brochures available to the public in post offices;
- make sure that their personnel can give satisfactory explanations about liability regulations and the complaint procedure when users ask for them;
- provide the information in brochures and, if possible, on the Internet, taking into consideration the following form:

I. NATIONAL SERVICES

INDEMNITIES	Loss	Theft	Damage
Registered item			
Recorded delivery item			
Parcel			
Insured item			
CIRCUMSTANCES OF NON-LIABILITY			
<i>(prescription, ...)</i>			
WARNING: the sender may be liable for any damage caused to other postal items as a result of the dispatch of articles not acceptable for conveyance or of non-observance of the conditions of acceptance			

II. INTERNATIONAL SERVICES			
INDEMNITIES	Loss	Theft	Damage
Registered letter	30 SDR*	Actual value theft; 30 SDR* at most	Actual value damage; 30 SDR* at most
Recorded delivery letter	Charges paid	Charges paid in the event of <i>total</i> theft	Charges paid in the event of <i>total</i> damage
Parcel	Actual value loss; 40 SDR* + 4.50 SDR* per kilogramme at most + charges paid, excluding the insurance charge	Actual value theft; 40 SDR* + 4.50 SDR* per kilogramme at most + charges paid, excluding the insurance charge, in the event of <i>total</i> theft	Actual value damage; 40 SDR* + 4.50 SDR* per kilogramme at most + charges paid, excluding the insurance charge, in the event of <i>total</i> damage
	<i>Force majeure**</i> : charges paid, excluding the insurance charge	<i>Force majeure**</i> : charges paid, excluding the insurance charge, in the event of <i>total</i> theft	<i>Force majeure**</i> : charges paid, excluding the insurance charge, in the event of <i>total</i> damage
Insured item	Actual value loss; insured value at most + charges paid, excluding the insurance charge	Actual value theft; insured value at most + charges paid, excluding the insurance charge, in the event of <i>total</i> theft	Actual value damage; insured value at most + charges paid, excluding the insurance charge, in the event of <i>total</i> damage

CIRCUMSTANCES OF NON-LIABILITY

- the loss, theft or damage is the result of force majeure**
- the loss, theft or damage has been caused by the fault or negligence of the sender
- the loss, theft or damage arises from the nature of the contents
- the item has been confiscated or destroyed by the competent authority because of its contents or has been seized under the legislation of the country of destination
- the insured item has been fraudulently insured for a sum greater than the actual value of the contents
- the sender has made no inquiry within one year from the day after that on which the item was posted
- the item is a prisoner-of-war or civilian internee parcel

SPECIFIC CIRCUMSTANCES

(both in the country of origin and in the countries of destination (eg reservations))

WARNING: the sender may be liable for any damage caused to other postal items as a result of the dispatch of articles not acceptable for conveyance or of non-observance of the conditions of acceptance

III. COMPLAINT PROCEDURE (national and international services)**POSTAL ADMINISTRATION**

- contact point (address, telephone number, ...)
- various steps in the procedure (time limits for handling the complaint, ...)

FURTHER POSSIBILITIES

- ombudsman, ministry, ...
- contact points (addresses, telephone numbers, ...)
- the time limits and other conditions for lodging the complaint and the sort of decision that can be expected (binding decision, non-binding advice, ...)

** the amounts should not be given in SDR but in the national currency*

*** Force majeure = (definition)*

(Proposal 20. 0.21, Committee 7, 3rd meeting)

Decision C 86/Beijing 1999**Publication of reservations to the Convention and Regulations**

Congress,

Having considered

proposal 20. 0.35 relating to the placing of reservations to the Convention and Regulations,

Considering

that, for practical reasons and to facilitate the work of specialists and staff in post offices, the reservations on each article of the Convention and Regulations should be easily linked to the article concerned,

Instructs

the International Bureau, when editing the Beijing Acts, to publish the reservations in the form of footnotes, independently of the Final Protocol.

(Proposal 20. 0.35, Committee 4, 1st meeting)

Resolution C 87/Beijing 1999

Updating POST*Code, the Universal Postal List of Localities

Congress,

Noting

- that POST*Code was designed to improve the quality of service of the international mail by enabling the senders of postal items to write addresses as correctly as possible and according to the rules laid down in the Universal Postal Convention;
- that with the computerized version of this product, in particular, a rapid search can be made for the localities and postcodes of 189 countries, and the result of searches can be downloaded direct into any information technology application,

Aware

of the fact that the computerized version of POST*Code must whenever possible take into account the needs of major customers of the Post and that meeting these customers' requirements to a greater and greater extent requires:

- expanding geographical coverage of POST*Code by increasing the number of localities;
- making POST*Code more functional in relation to addressing, by allowing automatic formatting of addresses;
- extending postcodes to street level wherever possible, so that POST*Code can be used for the correction of addresses,

Considering

- that POST*Code is one of the products which provide the UPU with a certain income;
- that the financial regulations of the Union do not allow the use of this income to finance the updating of POST*Code (without which the product would no longer be viable);
- that the field covered by this product is subject to competition from particularly well-equipped companies,

Wishing

to improve the quality of the international postal service to satisfy the needs of postal customers in Union member countries,

Approves

the solution adopted to ensure the regular updating of the computerized version of POST*Code through a joint venture contract,

Decides

- that access to the database of the product can only be granted to companies which use it in an existing application and to validate their own data. Such companies must take out a user licence against payment;

- to set up, a POST*Code Task force within the Postal Operations Council, to study and implement all options for the development of the product and safeguard the financial interests of postal administrations of Union member countries,

Instructs

the two UPU Councils, each in its area of responsibility, to make the necessary arrangements to ensure regular updating of POST*Code,

Urges

all the postal administrations of Union member countries to:

- a provide the International Bureau with all the necessary data concerning their respective countries;
- b immediately make all the appropriate arrangements to designate a permanent focal point to resolve any problems which might arise in processing data concerning them,

Instructs

the International Bureau:

- a to prepare for the Council of Administration and Postal Operations Council, and in cooperation with the Task Force, specific programmes for the subsequent updating of POST*Code;
- b to make periodic reports to the Council of Administration and the Postal Operations Council on the development of the product, both financially and technologically;
- c to make the necessary arrangements to ensure that POST*Code always matches the needs expressed by customers of the Post.

(Proposal 036, Committee 7, 3rd meeting)

Resolution C 94/Beijing 1999

Circulation of bags

Congress,

Recognizing

- the waste of resources in the circulation of empty bags between administrations;
- the administrative difficulties caused by the necessity for administrations to keep stocks of bags for each other administration;
- difficulties caused when administrations are unable to use their own bags for dispatch, due to lack of return of empty bags and are forced to use other administrations' bags. This in turn can cause difficulties in sortation and possible misrouteing problems, as currently seen in the exchange of parcels,

Instructs

the Postal Operations Council:

- to study the possibility of moving away from the current system of country-specific bags to one of universal bags differentiated by product alone, covering the following issues and any others identified as pertinent:
 - the use of bags not showing the country of origin, colour-coded by product, enabling bags received by an administration to be used by that administration for the making up of their own dispatches of that product;

- the ceasing of return of empty bags except where an administration is a net recipient of items for the product in question;
- in the case of this new procedure being adopted, the funding and administration of bag production to ensure that this is fairly distributed among all administrations;
- the provision of clean bags free from seeds, soil and other contaminants;
- to examine and approve as soon as possible appropriate proposals, treating them as urgent.

(Proposals 20. 0.27 and 20. 0.44, Committee 4, 9th meeting)

Resolution C 97/Beijing 1999

Legibility of receptacle labels

Congress,

Recognizing

- the importance of the information contained on the receptacle label;
- the increasing amount of information contained on the receptacle label,

Instructs

the Postal Operations Council:

- to study the legibility of the current receptacle labels, covering the following issues and any others identified as pertinent:
 - the layout and size of receptacle labels, including ensuring that the font sizes used strike the right balance between ease of recognition and quantity of information required;
 - the use of barcodes to contain some pieces of information;
- to examine and approve as soon as possible appropriate proposals.

(Proposal 20. 0.19, Committee 4, 9th meeting)

Resolution C 100/Beijing 1999

Study concerning the transmission of inquiry forms

Congress,

Aware

that users require a rapid response to their requests for information about the delivery of their postal items,

Recognizing

that the transmission of inquiries by post is slow and considerably delays the final settlement of each case,

Taking account of

the fact that, thanks to technological progress, electronic communications methods are available which reduce to a few minutes transmission times for requests for information and replies at no extra cost,

Instructs

- the Postal Operations Council to carry out a study with a view to introducing telematics in communications relating to postal inquiries;
- the International Bureau of the UPU to prepare and send to postal administrations a directory of the electronic mail addresses of all administrations able to use electronic mail for transmission of international inquiries,

Urges

postal administrations to provide their international inquiry handling services with the necessary means to integrate them into this communication network.

(Proposal 20. 0.42, Committee 4, 10th meeting)

Recommendation C101/Beijing 1999**Handling of inquiries by administrations of origin**

Congress,

Noting

the results of the work of Working Party WP 1.3 "Liability" of Committee 1 of the Postal Operations Council,

Considering

that it is important that steps be taken to ensure that inquiries in the international service are handled promptly and within the required time limits in order to satisfy the demands of the customers,

Recommends

postal administrations to ensure that administrations of origin, to the extent possible, send inquiries to the administrations of destination within a maximum period of ten days from the date of the inquiry.

(Proposals 20. 0.32 and 20. 0.46, Committee 4, 10th meeting)

Resolution C 102/Beijing 1999**Comparative study of the liability rules and indemnities laid down in the UPU Convention and in other relevant international conventions**

Congress,

In view of

articles 34 and 35 of the Convention and the provisions deriving from the them in the Letter Post Regulations and the Parcel Post Regulations, laying down the liability rules and indemnities for international services provided by postal administrations,

Noting

that the liability and indemnities regarding international services provided by other operators are laid down in other conventions and that, at first sight, there is no coherence between the various international liability rules and amounts of indemnity,

Noting further

the growing number of competitors in the postal field and the growing cooperation between postal administrations and other operators,

Considering

that it could be justified to have analogous liability rules and amounts of indemnity since, for the user, differences regarding liability and indemnities depending on whether or not the operator of origin is a postal administration, or whether or not the operator of destination is a postal administration, could be considered as arbitrary,

Instructs

the Postal Operations Council to undertake an in-depth study of the liability rules and amounts of indemnity laid down in the UPU Convention and in other relevant international conventions, including those concerning competitors.

(Proposal 20. 0.22, Committee 4, 10th meeting)

Resolution C 106/Beijing 1999

Study on awarding licences

Congress,

In view of

- the fact that the member countries of the Universal Postal Union have undertaken to guarantee the supply of an adequate range of national and international postal services on their territory; and
- the fact that a number of countries of the Universal Postal Union have liberalized their postal markets in recent years, or are on the way to doing so, and have based the provision of postal services on criteria of economic efficiency,

Considering

- that some member countries of the Universal Postal Union hold the view that granting exclusive rights to particular operators in order to guarantee a minimum range of postal services is neither a compelling requirement nor one which needs to be upheld on a permanent basis;
- that many countries provide postal services throughout their territory by maintaining a reserved area; and
- that when competition is introduced in a market previously defined by exclusive rights, that market will require regulation by the State in order to facilitate competition and to guarantee appropriate and adequate services throughout the country,

Also considering

that licensing may be a possible effective means with which to regulate the postal services market,

Instructs

the Council of Administration, in conjunction with the International Bureau, to carry out a study to investigate the various aspects of the licensing of postal services, which include at least the following:

- forecasting and considering the effects of licensing of postal services on market share and competition among the member countries;
- services which require a licence and those that are licence-exempt, both for national and international postal services;
- effects of introducing competition on the provision of universal postal services, and on consumers;
- requirements and procedures for the award and revocation of licences, and the competencies required to obtain them;
- provision of universal service by the licensees and/or possible financing thereof by the latter;
- effects on consumers, operators and other players stemming from the introduction of the licence system;
- rights and obligations of the licensees, especially the obligations of licensees with a dominant market position;
- the possible importance of these issues for the Universal Postal Union and proposals for further action in respect of these issues.

(Proposal 20. 0.50, Committee 3, 6th meeting)

Recommendation C 108/Beijing 1999**UPU Postal Operators Statement of Values**

Congress,

Recognizing

the benefit of the UPU Mission Statement contained in resolution CA 10/1998 as representing a clear statement of why the Union exists and what it aims to achieve,

Noting

that it is increasingly the practice of organizations to accompany their Mission Statements with Statements of Values, which express in simple straightforward language the key principles and types of behaviour which characterize the way in which they carry out their business, in terms of relations with their employees, their customers, and with other organizations,

Approves

the text shown in the annex as the UPU Postal Operators Statement of Values, which complements the UPU Mission Statement,

Recommends

- that the Statement of Values should normally be published, communicated and displayed by the UPU alongside and in similar circumstances to the Mission Statement, for example, at the start of key UPU documents of importance to the postal operators such as the Beijing Postal Strategy, key documents of the Postal Operations Council on the UPU website, in appropriate UPU publicity material, in public positions within the IB building and so on;

- that the postal operators of UPU member countries should consider using the UPU Statements as inspiration for publishing, displaying and communicating throughout their organizations their own Mission Statements and the Statements of Values in similar ways.

(Proposal 066/Rev 1, Committee 3, 6th meeting)

2.4.2 Letter post

Decision C 6/Paris 1947

Exchange of international reply coupons^{1 2}

Reply coupons intended for exchange against the postage stamps necessary for prepaying letters to be sent to countries with which an administration has an agreement on reduced charges must be exchanged against the value of the postage prepayable for countries with which no agreement on reduced charges exists.

(French Documents of the 1947 Paris Congress – volume II: pages 474, 1110)

¹ Conv (Seoul 1994), art 15.3.

² See also decision C 5/Brussels 1952.

Recommendation C 7/Paris 1947

Liability for the loss of a registered item

Any country which, under article 60, d, of the Convention¹, is exempt from all responsibility for the loss of a registered item, may decline to invoke this clause where satisfactory proof is furnished that the delay was inevitable.

(French Documents of the 1947 Paris Congress – volume II: pages 482, 1110)

¹ Conv (Seoul 1994), art 35.2.7.

Decision C 5/Brussels 1952

Exchange of reply coupons for stamps on which a supplement is payable^{1 2}

If, instead of asking for a stamp or stamps representing the postage on an unregistered single-rate letter for abroad from that country, the sender asks – in exchange for a reply coupon – for a com

memorative stamp or stamps on which a supplement is payable, he will have to pay the supplement himself.

(French Documents of the 1952 Brussels Congress – volume II: pages 142, 143, 506)

¹ Conv (Seoul 1994), art 15.3.

² See also decision C 6/Paris 1947.

Formal opinion C 50/Tokyo 1969

Apportionment of responsibility between postal administrations

(Formal opinion regarding paragraph 3 of article 42 of the Vienna Convention – article 43 of the Tokyo Convention)¹

A corollary of the bulk advice system in the exchange of registered items is that administrations of origin and destination each pay half the indemnity due in case of loss. This division is the rule and one or other administration cannot avoid its share of responsibility by citing unilateral proofs based on an entry or an individual acknowledgement, accidental or otherwise, made by its services.

Certain countries which have subscribed to the bulk advice system in their mutual exchanges have, however, for reasons of their own, fallen into the habit of entering in detail certain registered items which thus escape the bulk advice system. In principle, there is nothing to distinguish these registered items from all the others.

Although these procedures are a distortion of the bulk advice principle, there would be no need to oppose them if they only represented a method for the administration of origin to trace the path of its registered items better, to fix their route of dispatch with accuracy. Although some administrations have never quoted these entries in an attempt to throw full responsibility for the loss on to the destination country, this is not the case with certain others, which have invoked these detailed entries in order to refuse, or try to refuse, to accept their share of responsibility in the absence of any verification on arrival in the country of destination.

Seeing that some administrations put forward demands which are incompatible with the Convention texts, the inference is that these texts are not precise or complete enough, and their scope should therefore be better defined, to avoid any ambiguities and any possibility of disagreement between administrations.

The principle of shared responsibility is, however, so absolute that the wording does not even allow for full responsibility on the part of the administration that admits or discovers that the loss occurred in its own services, as required by fairness and equity. This is a gap that should be filled.

Accordingly, Congress has adopted the formal opinion by Belgium and expressed the following opinion:

"When the exchange of registered articles takes place under the bulk advice system, by agreement in accordance with the provisions of article 153, paragraph 2, e, of the Detailed Regulations of the Vienna Convention, the responsibility for paying the indemnity which may be due for the loss of an article shall be shared equally between the administrations of origin and destination of the dispatch presumed to have contained the lost item, unless the responsibility of an intermediate administration can be established, or unless either the administration of origin or the administration of destination admits or discovers that the loss occurred in its own services.

"Administrations which have subscribed to an agreement to deal with registered articles on the bulk advice system cannot be relieved of their responsibility by citing unilateral proofs based on an entry or an individual acknowledgement, accidental or otherwise, made by their services.

"The entry in detail of some registered items, in particular, constitutes a unilateral derogation of the bulk advice principle and cannot be invoked by the administration which had practised it in order to be relieved of its share of responsibility."

(Documents of the 1969 Tokyo Congress – volume II: pages 1109, 1464)

¹ Conv (Seoul 1994), art 46.2.

Recommendation C 63/Rio de Janeiro 1979

Marking of registered items

Congress,

Referring

to the results of the study on the marking of registered items carried out by the CCPS in implementation of 1974 Lausanne Congress decision C 47, which are embodied in proposal 2530.1,

Recalling

that the marking of registered items must be clear and not give rise to any misunderstanding,

Considering

that the labels in the form of the C 4¹ specimen provided for in article 1311 of the Detailed Regulations of the Convention² best meet this requirement,

Bearing in mind

however, the position of administrations whose internal system prevents the use of C 4¹ labels and which have the option of replacing these labels by a stamp clearly reproducing the particulars on the C 4 labels,

Aware

of the difficulties, in the operational services and with regard to liability, which inadequate marking of registered items may cause postal administrations,

Concerned

to ensure the proper operation of the international postal service,

Urgently recommends

that postal administrations which apply the option provided for in article 131, paragraph 5, of the Detailed Regulations of the Convention², of using a stamp reproducing the particulars on the C 4¹ label to mark registered items should:

- a take the necessary measures, particularly by giving their operational services precise instructions, to ensure that such marking is clear and in accordance with that of the specimen C 4¹ label;
- b consider the possibility of using, as soon as possible, labels completely in accordance with the C 4¹ specimen (article 131, paragraph 4²), or, if this is impossible containing only the printed letter R (article 131, paragraph 5²), instead of stamps reproducing the particulars on the C 4¹ labels.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1541, 1784)

¹ CN 04 (Seoul 1994).

² 1979 Rio de Janeiro text.

Resolution C 69/Hamburg 1984

Make-up of mails

Congress,

Aware of
the physiological importance of facilitating as much as possible, during the manual loading or unloading operations, the handling of bags used for conveying mails,

Noting
that the way in which bags are closed often allows the contents to shift inside them,

Concerned
with ensuring the maximum protection of postal staff responsible for handling such bags against any risk of injury resulting from their instability,

Recommends

administrations to prescribe that bags be closed as near as possible to the contents in order to ensure maximum stability of the latter.

(Documents of the 1984 Hamburg Congress – volume II: pages 191, 365)

Recommendation C 75/Washington 1989

Use of appropriate bundling materials

Congress,

Aware
that some bundling materials such as slippery twine are inadequate, particularly since this becomes brittle with use and breaks, resulting in extensive mail preparation in the country of destination,

Recommends

that administrations make use of more appropriate bundling materials.

(Proposal 2000.8, Committee 4, 8th meeting; Congress – Doc 78.2, 14th meeting)

Resolution C 47/Seoul 1994

Electronic mail services

Congress,

Noting with satisfaction

- i the significant development of electronic mail services in certain countries;
- ii the work done by the CCPS in the field of electronic mail,

Aware of the fact

- that, except as regards the bureaufax type services, the number of administrations offering electronic mail services is still relatively small;
- that there is, however, a growing demand by customers for development of these services at international level;
- that in some countries 70 percent of letter-post items are computer-generated;
- that electronic mail services are strategically important to the Post,

Instructs

the Postal Operations Council to prepare, distribute and update:

- i one or more model framework agreements and regulations to facilitate the conclusion of bilateral agreements relating to electronic mail services;
- ii recommendations concerning the operation of electronic mail services.

(Proposal 20. 0.25, Committee 5, 2nd meeting)

Resolution C 52/Seoul 1994

Redirection and address correction

Congress,

Referring

to the provisions of article 27 of the Convention covering redirection and reforwarding of mail to an addressee who has changed his address,

Aware of the fact

that postal administrations provide publishers and other business mailers with means of promoting their services and of communicating with their subscribers and customers which are in competition with other means of communication and promotion,

Mindful of

the importance to large volume mailers of having items forwarded to addressees who have moved and of receiving change-of-address information in order to keep mailing lists current and to promote and expand their services,

Considering

that reforwarding and change-of-address notification services should be offered as widely as possible and should also be provided as efficiently and as effectively as possible,

Recognizing

that internal regulations and conditions may affect the extent to which such services can be provided at the domestic level and may also be extended to the international level,

Urges

postal administrations to introduce forwarding and change-of-address notification services if they do not already provide them and to take steps to improve the efficiency and effectiveness of these services where they do provide them,

Instructs

the Postal Operations Council to study forwarding and change-of-address notification services and procedures in member countries, including privacy constraints and other conditions, and develop recommendations for:

- the improvement of these services where they are offered at the domestic level;
- the introduction of these services where they are not yet offered at the domestic level;
- the expansion of change-of-address notification procedures to the international level if appropriate.

(Proposal 20. 0.19, Committee 4, 8th meeting)

Recommendation C 53/Seoul 1994**Express items**

Congress,

Bearing in mind

the articles of the Detailed Regulations of the Convention relating to the treatment of express items,

Noting

that the majority of postal administrations do not use any special wrapping for items of this kind when making up the mails, thus exposing these items to the risks of theft or damage during conveyance and making them difficult to recognize,

Considering

that the priority treatment of express mail will help to improve the quality of service,

Recommends

to all postal administrations that they place their express items in bundles and insert them in a special envelope, preferably plasticized, in order to preserve their integrity and make them easy to recognize.

(Proposal 25. RE 0.3, Committee 4, 8th meeting)

Resolution C 67/Seoul 1994**International household delivery service for unaddressed items**

Congress,

Aware

that a number of postal administrations in POSTEUROP have established, on a trial basis, an international service for the delivery of unaddressed letter-post items, linked to their equivalent national services,

Recognizing

that this service has been developed to meet the needs of customers, in particular those involved in the international direct mail industry, who seek an inexpensive means for delivering promotional material and expanding their mailing lists,

Notes

the description of the trial service contained in the annex,

Instructs

the Postal Operations Council:

- to monitor the development of this service by seeking progress reports from the administrations which operate it;
- to consider, once the trial service has been operating successfully for a suitable period of time, whether it would be appropriate to introduce it as a new UPU service on an optional basis, if necessary by incorporating provisions for it in the Detailed Regulations.

(Proposal 20. 0.21, Committee 5, 3rd meeting)

Annex

GREAT BRITAIN**International household delivery service for unaddressed items****I. Background**

1.1 The international unaddressed mail service, known internationally by postal administrations as "*Envois Sans Adresse*" (ESA), was developed and launched by Denmark, France, Germany, Netherlands and Switzerland. Great Britain, after conducting several trials of ESA with France and the Netherlands, introduced the service for United Kingdom customers during August 1993. The service was further expanded in September 1993 by the inclusion of Portugal in the number of participating administrations.

II. Description of the service

2.1 An international unaddressed mail service provides for the hand delivery of *unaddressed* mailshots, leaflets and other promotional literature directly to homes and businesses, along with the regular mail, in any area(s) of the country selected. It is a form of advertising that can be used by businesses to develop mailing lists and test new markets for their products.

2.2 An international unaddressed mail service can only be provided to those countries that operate a domestic unaddressed mail service. International unaddressed mail has to conform to the domestic service requirements and tariffs of individual administrations.

2.3 A core specification has been agreed as follows, although exceptions to these specifications are allowed by bilateral agreement.

- Maximum weight 100 g
- Maximum length 300 mm
- Maximum width 210 mm
- Maximum thickness 17 mm
- Minimum length 140 mm
- Minimum width 90 mm
- Minimum mailing 1000 items

III. Operation of the service

3.1 A central booking centre in country A processes an order from a customer. This will typically involve country A contacting and liaising with country B to confirm delivery dates, acceptability and postcode targeting advice.

3.2 For each mailing for a customer requested by country A, country B will confirm to country A its service standards governing the days of the week it delivers unaddressed items, the deadline by which all items will be delivered and the charge it will make.

3.3 The customer bundles and labels the items for distribution, stipulates the target postal zone required and the desired delivery period, for delivery in country B. Payment is made by the customer, to the postal administration of country A in advance of the service being provided.

IV. Inter-administration rates and settlement of accounts

4.1 Rates comprise payment to the administration of destination for handling and delivery, and payment for the collection, handling and conveyance of unaddressed items in the country of origin.

4.2 The settlement of accounts between administrations is carried out bilaterally by designated central accounting points in each country.

4.3 The process of inter-administration accounting is by means of a form which is forwarded with the dispatch bundles. The receiving office of exchange, once satisfied that the correct number of notified items has been received, then forwards a copy of the form to its central accounting point for billing purposes.

4.4 The charges which country A pays to country B will be based principally on the public tariffs which country B fixes for its domestic service for unaddressed items.

V. Current status

5.1 Traffic for the ESA service, known as "International Household Delivery Service IHDS" in Great Britain, has as yet been slow to develop.

5.2 So far, only a small number of administrations provide the service.

5.3 Geodemographic profiling is a vital component for the viability of the service. This is a marketing technique whereby a company attempts to identify particular areas of a city or region containing the private individuals or businesses most likely to buy the company's products. Tar-

getting for ESA is currently limited to a general selection of residential or business addresses (PO boxes) within specific postcode areas in the country of destination.

VI. Competition

6.1 Two associations for international unaddressed direct mail services are known to have been set up by independent companies which have formed a network across Europe. The only companies known to be providing a service from Great Britain are Circle Distributors representing the European Letterbox Marketing Association (ELMA) and MRM Distributors acting for the European Household Delivery Association (EHDA). Geodemographic targeting requirements can be met where local facilities exist, but customers must arrange their own transportation of the items from Great Britain to the countries of destination and must pay the end carrier directly.

6.2 These services are not as yet widely used or advertised and do not involve postal administrations. Both ELMA and EHDA provide an agency coordinating role, "all in" prices and a central end-to-end coordinating point. Customers have the confidence of the items being handled and delivered with the same reliability as that associated with official postal networks.

VII. Market research

7.1 Extensive market research by Great Britain has indicated a limited but definite requirement for an ESA/IHDS service.

7.2 The main target market is small to medium sized companies engaged in marketing mass consumer products. In particular, this means companies without their own branches in the destination country. Large international businesses are likely to have local branches or agents capable of accessing either domestic PTT unaddressed services or the facilities offered by local providers of door-to-door services.

7.3 ESA/IHDS has been identified as being especially useful for:

- *promoting goods with a low unit value;*
- *helping customers without mailing lists or whose mailing lists are of poor quality to set up a data base of their own with an eye to future addressed direct mail activity, combining them with IBRS maps to increase response rates;*
- *making an initial assessment of foreign markets or conducting market tests.*

ESA/IHDS can serve as a cost-effective starting point, since it does not require the purchase of individual mailing lists or the renting of external ones.

Resolution C 68/Seoul 1994

International admail (international business reply service: local response)

Congress,

Acknowledging

that international direct mail is one of the expanding areas for international mail services, and that it has been assisted by the successful growth and development of the international business reply service since its introduction at the Washington Congress in 1989,

Aware

that a number of postal administrations in POSTEUROP are in the process of introducing, on a trial basis, an extension of this service, whereby the reply items are initially delivered to a local address in the country of destination,

Recognizing

that this service has been developed to meet the needs of customers, in particular those involved in the international direct mail industry, who wish to have a more flexible range of services,

Notes

the description of the trial service contained in the annex,

Instructs

the Postal Operations Council:

- to monitor the development of this service by seeking progress reports from the administrations which operate it;
- to consider, once the trial service has been operating successfully for a suitable period of time, whether it would be appropriate to introduce it as a new UPU service on an optional basis, if necessary by incorporating provisions for it in the Detailed Regulations of the Convention.

(Proposal 20. 0.22, Committee 5, 3rd meeting)

Annex

GREAT BRITAIN

International admail

(international business reply service: local response)

I. Background

1.1 The existing IBRS service, an international equivalent of domestic business reply services, is growing both in volume (Great Britain forecasts 500 000 inward items for 1993/1994) and in the number of postal administrations participating, ie from 12 countries in 1987 to the present more than 40 countries and territories worldwide.

1.2 The international business reply service (IBRS) offers the facility, to companies marketing overseas, of a convenient means of obtaining replies back from their customers. By the use of an internationally recognized IBRS design, international mailers can include a response/reply device that allows their customers to respond free of charge to themselves, simply by posting the reply device in their local postal system.

II. Description of the service

2.1 Local IBRS is a development of the existing IBRS service. It is currently being developed by member countries of the Postal Direct Marketing Service (PDMS) and will be marketed as a dis-

tinct service to be known as *International Admail (IA)*. The Postal Direct Marketing Service (PDMS) is a European association of postal authorities with a remit to develop the market and promote products related to direct mail for the international direct marketing industry. Current member countries are Belgium, Denmark, Finland, France, Germany, Great Britain, Ireland, Norway, Portugal, Spain, Sweden, Switzerland.

2.2 The postal administrations of PDMS planned to introduce this service by the end of April 1994.

2.3 The proposed IA service will enhance or build on the existing IBRS service by providing the facility of prepaid reply items (up to 50 grammes) which are initially delivered to a local address in country B, for subsequent onward transmission to the country or origin (country A). It will thus enable companies mailing from country A to have a perceived local presence in country B when carrying out international bulk mailings.

III. Operation of the service

3.1 International admail may be best described by the simple example of a British customer using the service for France:

- The British Post Office provides customers with design details for a French domestic business reply envelope or card. (A different design will be required for each country.)
- The British customer prints cards/envelopes using the design of the French domestic reply service, and incorporating the company name.
- The customer dispatches his items in bulk to France enclosing in each item the preprinted, prepaid reply item which is valid for use in the French domestic reply-paid service. The addressees of these items then mail the replies, which are delivered to the address on the reply card, which is a PO box at or near the office of exchange (OE) in Paris. (One PO box is allocated to each country.)
- Each day, the Paris OE forwards these reply items to the British OE (in London), by airmail, together with normal IBRS items (ie in the final bag).
- At the London OE, the replies will be sorted according to customer, put into a first class envelope and forwarded to the customer.

IV. Inter-administration rates and settlement of accounts

4.1 The rates comprise payment to the administration (in country B) for the domestic circulation and handling of items to a PO box, plus conveyance back to the country of origin. It has been provisionally agreed amongst the PDMS members that the inter-administration charges should be cost-based.

4.2 Costing work undertaken by the British Post Office suggests that charges should, at the most, be some 50 percent of domestic tariffs for business reply items, as a significant element of postal costs are the delivery costs. This cost is not incurred with IA by country B.

4.3 The settlement of accounts between administrations will be carried out bilaterally by designated central accounting points in each country.

4.4 The process of inter-administration accounting will be by means of a form which will be forwarded (along with a copy of the C 12, on which IA items will be recorded) to the dispatching country's central accounting point. The receiving office of exchange, once satisfied that the correct number of notified items has been received, then forwards a copy of the form to its own central accounting point for bill matching and payment purposes.

V. Current status

5.1 At the time this proposal was prepared, the service was about to be introduced. Great Britain will be able to give a verbal progress report during Congress.

VI. Competition

6.1 Several international couriers (notably TNT) advertise and operate an international reply service. This typically involves the courier taking out a PO box on behalf of a customer and returning the replies via its own international network. This operation will be comparable to that offered by PDMS members.

6.2 Currently, competitor offerings appear to be expensive; however, it is likely that keen price competition will develop once international admail is introduced amongst PDMS members.

VII. Market research

7.1 A market research survey commissioned by the British Post Office during December 1992 amongst 428 companies engaged in international marketing (across four European countries including Great Britain) clearly established a customer requirement for a *range* of international response services specifically including international admail ("local" IBRS).

7.2 Market research shows that companies and individuals who receive direct mail items are much more likely to use a response item if it is addressed to a local national address, rather than an address in another country. Although the basic IBRS service has been quite successful, the addition of this local response facility will help to break down this reluctance by some addressees to respond to international mail. Market research shows that the local response facility will help to expand the use of IBRS even further.

7.3 Of companies already using IBRS, 66 percent said they would also take up a local response facility (IA). A quarter of international direct mail users think mail is taken more seriously with a local address.

Resolution C 21/Beijing 1999

Continuation of activities devoted to the development of the direct mail market

Congress,

Taking note

of the activities undertaken during the period 1995–1999 directed towards the development of direct mail marketing around the world,

Considering

that direct mail positively affects the volumes, revenues and profitability of the postal services,

Acknowledging

the economic benefits which flow to the stakeholders in the direct mail marketing value chain,

Convinced

of the value of strengthening relations with these stakeholders for mutual benefit,

Recognizing

the value and positive role of the UPU and its Direct Mail Advisory Board in guiding the Postal Operations Council programme on direct mail and in providing valuable industry expertise to postal operators in general,

Decides

to continue to facilitate the development of direct mail markets by carrying out Postal Operations Council activities designated for this purpose, for the benefit of postal services and the direct mail marketing industry,

Approves

the continuation of the Direct Mail Advisory Board, the direct mail marketing industry group, which will give guidance to and advice on future UPU activities related to direct mail market development,

Instructs

the International Bureau to give prominence to the critical role of direct mail in the development of postal services by allocating appropriate professional human resources to the direct mail marketing development activities undertaken by the next Postal Operations Council.

(Proposal 044, Committee 7, 1st meeting)

Resolution C 22/Beijing 1999**Relations between the Posts and their customers in the publishing businesses of newspapers, periodicals and books**

Congress,

Referring

- to the developments and activities that have characterized positively the relations between the Posts and their customers in the publishing businesses of newspapers, periodicals and books in the context of the Publishers-UPU Contact Committee which has been working within the framework of the POC Marketing Committee over the past five-year period;
- to the increasingly cooperative spirit demonstrated by the Posts' customers in the publishing businesses of newspapers, periodicals and books in collaborating with the Posts on solving problems of common interest,

Noting

that the publishing businesses of newspapers, periodicals and books will continue to represent an important customer segment for the Posts,

Taking into account

- the importance for the Posts to be constantly responsive to the needs of their customers;
- the work accomplished to produce the Total Quality of Service Concept for Mutual Improvement (annexed hereto) which is to guide future relations between the Posts and their customers, in particular in the publishing businesses of newspapers, periodicals and books,

Instructs

the Postal Operations Council

- to reconstitute the Publishers-UPU Contact Committee with a similar or improved structure. The new Publishers-UPU Contact Committee would use as the basis for its future work programme the Total Quality of Service Concept for Mutual Improvement (annexed hereto);
- to ensure that the necessary and adequate financial and human resources are allocated to support this activity,

Recommends

that the administrations of UPU member countries

- implement the Total Quality of Service Concept for Mutual Improvement;
- promote at national, regional and international levels the results of current and future Publishers-UPU Contact Committee work,

Charges

the International Bureau:

- to provide adequate support for the work of the Publishers-UPU Contact Committee;
- to facilitate and manage quality-of-service monitoring of printed matter.

(Proposal 046, Committee 7, 1st meeting)

Annex

Total quality of service concept for mutual improvement in relations between the Posts and their customers in the publishing businesses of newspapers, periodicals and books

Part I: Overview

A. Introduction

The Publishers/Universal Postal Union (UPU) Contact Committee has for a number of years directed its efforts at improving and maintaining sound business relations between the two groups. It has done so through discussion and information exchange at regular meetings at UPU headquarters and elsewhere.

It is evident that relations between the two groups have matured over recent years at international level and at national level in a number of countries, but it is also acknowledged that there is still much to be done to achieve consistency in the quality of relations at all levels of business contact, whether at international, regional, domestic or local levels.

Discussions over the past years have focused on the improvement of these relations at a broader level. This has resulted in the production of this document with the title "Total quality of service concept for mutual improvement". This concept aims at the improvement of quality at all levels in relations between public postal operators, members of the UPU and their customers in the publishing businesses of newspapers, periodicals and books.

After describing the overall objectives and the actions to be taken to attain these objectives, the document gives an overview of the subjects in which improvement can be obtained for the benefit of both parties. Each subject also includes a number of actions to be carried out in order to achieve this goal. The Contact Committee, for its part, has already undertaken various actions

within the framework of the mutual improvement concept. One of its more recent achievements is the launching of a printed papers quality-of-service test, the first of which involved mailings into the Asian region in 1998/1999.

B. Overall objectives

- To establish best practices in business relations between the Posts and their customers in the publishing businesses of newspapers, periodicals and books;
- To promote mutual understanding and cooperation;
- To ensure constant improvement of quality at all levels.

C. Actions

- Define best practices in various areas of common concern.
- Establish and maintain effective lines of communication;
- Regularly review and discuss the specific needs of both parties;
- Motivate UPU members and publishers worldwide to contribute to attaining the objectives.

Part II: Areas of joint activity**I. Quality of Service Monitoring: Analyze – Test – Analyze – Improve – Test Again**

- Establish the importance of regular testing at domestic, international and regional levels.
- Conduct regular analyses of mutual needs.
- Agree to undertake joint activities.
- Carry out tests in regions/countries of common concern.

Activities:

- Ensure application of test parameters:
 - extensive testing by both sides, both domestically and internationally;
 - time certainty;
 - reliability;
 - regularity;
 - application of correct addressing standards;
 - condition of items on final delivery;
 - security aspects (possible loss, violation or theft).
- All major public and contract streams to be measured, possibly by an external agency, to a level which is statistically significant, to be as cost effective as possible:
 - all data are end to end, ie from customer to customer;
 - data to be regularly shared with customers and trade associations.
- Convince postal operators and publishers worldwide of the need to participate in tests, analyses of tests and the resulting improvement actions on a regular basis. Emphasize the need for testing as an ongoing, permanent activity that can be undertaken separately by each party and not be confined to a joint undertaking.

II. Customer relations targets

- Determining of customer needs by both parties.
- Helping publishers, as customers of the Post, to serve their customers (subscribers).
- Developing customer/supplier relations (at national, regional and international levels).
- Monitoring customer satisfaction (publishers and end customers).
- Developing and maintaining Customer websites in the Posts and at the UPU.
- Customers to be given access to a designated sales account manager: both sides to appoint a key customer account manager.

Activities:

- Both parties to clearly formulate their needs by conducting regular analyses of needs.
- Encourage publishers to support customer relations activities at UPU level as well as at regional level (for example: active participation in Customer Days, Marketing Committee, and Marketing Action Groups).
- Urge publishers to ensure they have their say at postal meetings (eg on terminal dues issues) and at those of other organizations (eg CEN).
- Organize joint workshops to develop customer relations.
- Customer satisfaction.
- Customer satisfaction measurement is to include:
 - surveys of major customer (mailers) and end users;
 - questions about the areas customers (mailers) themselves feel are most important, eg price, speed and reliability, etc;
 - customers' (mailers' and end users') expectations and current perceived performance;
 - in competitive sectors (eg international mail), the performance of competitors is also taken into account;
 - assessment of value for money (also compared to competitors where possible);
 - the results of each survey are used to draw up action plans for improvement in each area.

III. Standardization

- Promote:
 - Harmonization and standardization of addressing, labelling and packaging requirements.
 - Promote encoding applications.
 - Promote use of the UPU's POST*Code.

Activities:

- Establish a mechanism to ensure participation by customers in the relevant meetings/seminars, eg under the UPU and CEN auspices.

IV. Tariffs – Rates and conditions (including terminal dues)

- Involve customers (mailers) in the process of setting terminal dues policies and practices, including:
 - establishing a mechanism for timely pre-advice of changes (eg rates and conditions);
 - wherever possible, facilitating customer planning by implementing increases gradually;
 - including the likely effects on customers in deliberations;
 - promoting the link to Quality of Service.
- Ensure that information on standard rates in UPU member countries is readily available to customers.

Activities:

- Increase focus on the interests of customers/publishers and take account of these interests.
- Ensure that terminal dues are linked to quality performance as soon as possible.
- Enable publishers to participate in discussions as much as possible, at regional level also (including coordination and follow-up of logistics arrangements).

V. Environmental issues

- Exchange information.
- Undertake joint activities.

Activities:

- Establishment of direct and regular contacts between the various groups, committees or other bodies that concern themselves with environmental issues.
- Promote implementation of guidelines which have been approved by relevant groups, committees or other bodies.

VI. Meetings between Publishers and the Post

- Working together to achieve regular exchanges of information with a view to discussing issues of mutual interest at regular focused meetings at:
 - local level;
 - national level;
 - regional level;
 - international level.

Activities:

- National/regional contact committees to be established and organized by the individual Posts in close cooperation with publishers' organizations.
- Creating Customer Panels to maintain a regular dialogue.
- Customer contact to be at a number of levels.
- Regular meetings are to be held:

- between customers and the pricing regulator or government department involved in pricing approval;
 - with major customer user groups, eg publishers' associations, bulk mailers.
- Urge groups made up of customer representatives to meet regularly with Post representatives to discuss a range of issues, eg speed and reliability, technology, pricing, market expectations.
 - Sharing of data with interested customers to allow greater transparency.
 - Regularly inform the postal operators and the regulators of UPU member countries as well as individual publishers about the progress of work.
 - Call on individual Posts to intensify contacts with publishers on harmonization and standardization.
 - Continue to involve customers in UPU affairs.
 - Restricted Unions to take the lead in meetings at regional level and to encourage and support operators and publishers to take action.
 - Initiate interaction between Posts in developing countries and their customers.

Resolution C 45/Beijing 1999

International reply coupons service

Congress,

Considering

that the survey conducted by the International Bureau on the international reply coupons service shows that a large majority of postal administrations replying to the questionnaire sent out for this purpose favour maintaining the service,

Noting

that most administrations have difficulty in understanding the accounting system with the principle of allowances and would like it to be changed,

Taking into account

the fact that fewer than one-third of postal administrations in favour of the service stated that they were in favour of the accounting system with the principle of allowances,

Adopts

the new accounting system as proposed by the Postal Operations Council in Congrès-Doc 38,

Instructs

the Council of Administration, the Postal Operations Council and the International Bureau, each in as far as it is concerned, to make the necessary arrangements to apply the new international reply coupons accounting system, and in particular:

- to make provision for the necessary credits in the Union budget;
- to set the value of the international reply coupon and amend the relevant provisions of the Letter Post Regulations accordingly;
- to set the transitional period necessary for discontinuing the present international reply coupons accounting system;
- to design the new international reply coupon;

- to introduce the necessary arrangements to implement the new international reply coupons accounting system;
- to evaluate the new system and, as appropriate, make a report to the next Congress.

(Proposal 015, Committee 4, 6th meeting)

Resolution C 49/Beijing 1999

Application of article 43 of the Convention "Posting abroad of letter-post items" and definition of the term "sender"

Congress,

Referring

to the provisions of article 43 of the Convention on posting abroad of letter-post items,

Considering

the legal issues arising from the application of the provisions of this article raised by the International Bureau,

Aware

of the need to eliminate any uncertainty which might jeopardize the continuity of international postal exchanges, an integral part of the universal service concept which is the keystone to the Acts of the Union,

Taking into account

the wish expressed by the Seoul Congress which emphasized the economic basis of the provisions of article 43,

Instructs

the Council of Administration:

- to conduct a study to clarify the concept covered by the term "sender" appearing in article 43, and in particular as regards:
 - a the transfer of data by electronic means to generate bulk mail;
 - b the trend towards globalization of businesses which deliver mail regionally;
- to study all aspects of non-physical remailing and to make recommendations on this subject, taking into account the relationships existing between these aspects and the definition of the term "sender";
- to evaluate any amendment to be made to article 43.4, taking into account the changes foreseen in the new terminal dues system with regard to bulk mail and referred to in the article in question.

(Proposal 20. 0.3, Committee 4, 7th meeting)

Resolution C 77/Beijing 1999

Registered, insured and recorded delivery services

Congress,

Recognizing

- that the work performed by the Postal Operations Council on liability issues indicates that the purposes and objectives of the registered mail service should be examined to determine whether they are consistent with current customer expectations and whether they promote the competitive ability of postal products;
- that such an examination should be performed in relation to the related services offered for letter post, the insured and recorded delivery services,

Instructs

the Postal Operations Council:

- to study the registered, insured and recorded delivery services, covering the following points and any others identified as pertinent:
 - determine the market for these services,
 - determine what features customers expect in such services,
 - identify how these services should relate to each other,
 - recommend any service changes which may be adopted between Congresses,
 - develop and coordinate an operational plan which would facilitate rapid introduction of any service changes,
 - promote, between Congresses, the expanded provision of services which are found to respond to customer needs,
 - develop a marketing plan to promote the services with customers;
- to examine and approve appropriate proposals, treating them as urgent;
- to submit appropriate proposals to the next Congress, if that should prove necessary.

(Proposal 20. 0.1, Committee 7, 3rd meeting)

Resolution C 82/Beijing 1999

International Exprès (International value-added Letter Service)

Congress,

Acknowledging

that express/value-added letters is one of the expanding areas for international mail services, and that it has been assisted by the growth of multinational business interests together with the development of E-commerce and its related hardcopy fulfilment,

Aware

that a number of POSTEUROP administrations and the United States of America are in the process of introducing, on a trial basis, an extension of this service, whereby the items will be tracked and traced so that confirmation of delivery can be obtained together with a better delivery standard than that which currently pertains,

Recognizing

that this service has been developed to meet the needs of customers, in particular those involved with the exchange of business documents and small packets, who wish to have a more flexible range of delivery services,

Noting

the description of the trial service which is contained in annex 1,

Instructs

the Postal Operations Council:

- to monitor the development of this service;
- to consider, when the trial service has been operating successfully for a suitable period of time, whether it would be appropriate to introduce it as a restructured UPU service, on an optional basis if necessary, by incorporating provisions for it into the Letter Post Regulations.

(Proposal 20. 0.25, Committee 7, 3rd meeting)

Annex

Sweden**International Exprès (International value-added Letter Service)****1 Background**

The "Letters" strategy (PO/GT 4) Working Party of the former CEPT set up a Subgroup for the Development of the Exprès Service. The POSTEUROP Subgroup for value-added services continued with this work. Great Britain chaired this development work until May 1996.

During this time this Group was responsible for developing a modern badge type Exprès Logo. A resolution from Great Britain was carried at the Seoul Congress 1994, (article RE 1901) resulting in the badge type logo becoming the UPU recommended logo for the Exprès Service.

Sweden Post took over Chairmanship of the Group on the resignation of Great Britain in May 1996. The Group decided, in order to maintain and grow market share, to appoint a full-time project manager to provide a strong management focus for the improvement of the Exprès product. The project is called Prime (Project for the Improvement of Exprès).

The Project Manager, who is located at the IPC offices, reports to The Prime Steering Committee. All costs, including the IPC overhead, are funded by the members of the Committee, namely, Sweden (Chairman), Denmark, Finland, Germany, Hungary (Rep), Iceland, Ireland, Portugal, Slovakia, Spain and United States of America. The project commenced in April 1997.

1.1 The objectives of the project are:

- To ascertain how International Exprès items are handled in offices of exchange and to make recommendations for quality improvements, including an implementation plan.
- To propose ways in which the product concept could be improved to meet customers' needs and to increase its competitiveness.

1.2 Progress to date:

- Market Research was carried out across six countries. In addition, two other countries carried out their own research.
- A POSTEUROP quality of service monitoring test was carried out in 1997.
- A monitoring system, based on the IPC external monitoring system UNEX, commenced 1 April 1998, run by Price Waterhouse.
- Product and tracking and tracing specifications have been agreed.
- Countries handling inward Post Exprès items have supplied the standards of service that they can achieve and the associated "latest arrival times".
- The Steering Group countries have signed a letter of intent, to the effect that they will develop a Post Exprès letter product, as per the agreed specifications. The service standards are part of the signed Letters of Intent.
- Implementation of Quality improvements commenced on 1 March 1998.
- A separate sub-class for Exprès (UX) has been agreed by the UPU Coding and Messaging Group.

2 Description of the product

2.1 The Strategy is to develop a Separate Branded Exprès Product, with:

- Pricing and positioning, in the Posts' portfolio of products, between EMS and priority letter, *as an upmarket letter service*, not as a courier service.
- Service objective: Reliable consistent delivery – not time certain.
- Contents, weight and size will conform to the UPU letter.
- Registered or Insured service is not included.
- Common branding + logo.

2.2 Features – Post Exprès

- One hundred percent target to achieve the delivery standards sold.
- Ninety-eight percent minimum acceptable.
- J+1 within certain main European cities and cross-border areas.
- J+2 to the remainder of main European cities.
- J+2/3 rest of Europe.
- J+2/4 to/from United States of America.
- Quick customer satisfaction, with agreed response times.
- Track and trace as per agreed specifications.
- Quality of Service monitoring on which an enhanced terminal dues payment will be based.
- Insurance, pricing and money-back guarantee may be decided by each administration.
- The name Post Exprès has been agreed.
- A subsidiary product name may be used instead of "Post" in the logo. Post may also appear in the local language, eg La Poste.

3 Track and Trace – Tracking at item level – specifications

3.1 Prime countries must use Code 39 or 128 symbology for their outward Exprès items.

3.2 Countries will not over label incoming items, which do not conform, to Code 39 or 128. Countries with a domestic system that cannot read code 39 or 128, must over-label or change their system so that it can read code 39 or 128. If a receiving country decides to over-label items, to meet their domestic arrangements, they will be expected to cross-reference the incoming barcode with the newly applied one, so that items can be traced from end to end.

3.3 A 13-character UPU standard format barcode is agreed, as per S10 of their Technical Standards Manual.

3.4 The service indicator will be LX. The United States of America will use other indicators in addition to LX, eg LZ.

3.5 Three compulsory scans are agreed, one at Outward OE, (C), one at Inward OE (D) and one at delivery or attempted delivery (H or I).

3.6 Countries who can avail of the Cape PREDES V2 system to scan outward items to individual bag do not have to do a "track and trace" scan at the outward OE. This also applies when Cape is operating at inward offices.

4 Inter-administration payments and settlement of accounts

4.1 Countries have agreed to pay each other 0.50 SDR per item, from 1 January 1999, in addition to the normal terminal dues payment, for Exprès items delivered on-time, including timely return of H or I Scan (Attempted Delivery or Final Delivery).

4.2 This amount will increase incrementally to 1 SDR from 1 January 2002. This extra payment is for the extra work involved in tracking and tracing and for the return of the scan information. The normal terminal dues cover delivery.

4.3 IPC, International Post Corporation, will monitor the performance against standards and their report will cover the percentage of items on time and the length of delay, if any, together with details as to when the scans were returned. This will be the basis for the settlement of accounts between administrations which will be carried out bilaterally by designing central accounting points in each country.

5 Current status

At the time this proposal was prepared, the service was about to be introduced on a phased basis. Sweden will be able to give a verbal progress report during Congress.

6 Competition

According to IPC's Market Intelligence System, the highest growth area, in the Postal Market, is the Express Market. Double-digit growth rates can still be found in the Asia-Pacific and Latin America regions. The European and North American markets have growth rates ranging from 5% to 9%.

The Posts' share did not increase in line with the growth in the marketplace. The Posts' competitors are increasing their market share by offering their courier customers a choice of Express Services at very competitive prices. For example, in the letters market DHL offers three global services, Worldwide Document Express (DOX), Worldwide Priority Express and WordMail. Fedex also offers three services as part of its product strategy, namely, International Next Flight, International Priority and International Economy. UPS has just introduced a day definite service as well as their time-certain products. Other couriers offer similar services.

The customers are buying these offers because they are assured consistency and reliability from a carrier that has a portfolio of "Express Type" services, at the right price. The Prime Group wishes to extend their Posts' portfolio of services so that we can compete.

Resolution C 93/Beijing 1999**Study on accounting for priority items and airmail items sent in transit à découvert**

Congress,

Considering

that the current procedures and forms used to account for à découvert transit priority and airmail items are burdensome and do not often accurately reflect the actual amount of mail sent à découvert during the year,

Aware

that improvements could be made to the methodology used to account for this mail,

Recognizing

that the distinction between missent and à découvert mail items is not always clear,

Instructs

the Postal Operations Council to study the question of mail sent in à découvert transit with the aim of recommending different procedures for accounting for this mail, including specific recommendations for:

- eliminating the annual statistical exercise used to account for this mail;
- eliminating the differences in handling missent and à découvert transit items;
- ensuring that proper compensation is paid to administrations for handling all missent and à découvert transit items;
- accounting for this mail on a regular basis, especially where large volumes are concerned;
- encouraging administrations to improve quality of service by not dispatching missent mail.

(Proposal 20. 0.31, Committee 4, 9th meeting)

2.4.3 Transit charges and terminal dues

Recommendation C 78/Washington 1989

Reserving terminal dues revenue for the purpose of improving the quality of the postal service

Congress,

Considering

- that the Constitution of the UPU is the fundamental Act of the Union;
- that article 1, paragraph 2, of the Constitution of the Union stipulates that the aim of the Union shall be to secure the organization and improvement of the postal services;
- that the UPU Congress meeting in Tokyo in 1969 established the principle of payment of terminal dues as remuneration for the costs incurred by the administrations of destination in assuming management of the traffic in imbalance;
- that the said remuneration implicitly entails for the postal administrations the obligation to endeavour to achieve the highest standards of quality of service;
- that, as a result, the costs of managing the traffic in imbalance must include the implementation of programmes for the organization, expansion and improvement of the postal service as a whole;
- that it is necessary to continue to strive to ensure that the revenue generated through the application of the terminal dues system is used to achieve the purposes for which the system was created,

Recommends

the Governments of Union member countries:

- to recognize the principle providing that the monies received as terminal dues be allocated in their entirety to the postal service of the country of destination, regardless of the legal status of that service, whether or not it holds assets in its own name, and irrespective of its autonomy of management, and, consequently, that the revenue derived from terminal dues be used exclusively as reimbursement for handling costs and for the constitution of the reserve funds required for replacement and improvement of the postal infrastructures of the countries;
- to establish procedures that will make it possible with the utmost expediency to transfer all revenue derived from terminal dues to the budget of their postal service, once the formalities required by domestic legislation have been observed.

(Proposal 3000.4, Committee 5, 5th meeting; Congress – Doc 78.2, 14th meeting)

Resolution C 32/Beijing 1999

List of industrialized countries and developing countries

Congress,

Having adopted

the basic provisions of the new UPU terminal dues system,

Considering

that, for the application of these provisions, administrations must be classified as "industrialized countries" or "developing countries",

Noting

that such a classification, based on the one used by the United Nations Development Programme (UNDP), was adopted at the 1994 Seoul Congress during consideration of Congrès-Doc 90,

Considering

that the classification adopted in 1994 still applies,

Decides

- to adopt the "List of industrialized countries and developing countries" given in annex 1;
- to instruct the Council of Administration:
 - to approve any change in the list when changes are made in the classification used by the UNDP;
 - to study the possibility of establishing, for application of the provisions concerning terminal dues, a new classification of administrations on the basis of criteria reflecting the level of development of their postal services;
 - to submit for approval by the next Congress a new list stemming from the above study.

(Proposals 20. 0.15/Rev 1 and 20. 0.49/Rev 1, Committee 4, 5th meeting)

Industrialized countries

- Andorra¹
Australia
– Norfolk Island
Austria
Belgium
Canada
Denmark
– Farøe Islands
– Greenland
Finland (including the Åland Islands)
France
– French Overseas Departments:
– – French Guiana
– – Guadeloupe (including St Barthélemy and St Martin)
– – Martinique
– – Réunion
– Territorial Community of Mayotte
– Territorial Community of St Pierre and Miquelon
– French Overseas Territories coming within the Union's jurisdiction by virtue of article 23 of the Constitution:
– – French Polynesia (including Clipperton Island)
– – French Southern and Antarctic Territories (St Paul and Amsterdam Islands, Crozet Islands, Kerguelen Islands, Terre Adélie)
– – New Caledonia
– – Wallis and Futuna Islands
– – Scattered islands (Bassas da India, Europa, Juan de Nova, Glorieuses, Tromelin)
Germany
Great Britain:
– United Kingdom of Great Britain and Northern Ireland
– Guernsey
– Isle of Man
– Jersey
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):
– Ascension
– British Indian Ocean Territory
– Falkland Islands (Malvinas)
– Gibraltar
– Pitcairn Islands (Pitcairn, Henderson, Ducie and Oeno)
– South Georgia and the South Sandwich Islands
– Tristan da Cunha
Greece
Iceland
Ireland
Israel
Italy
Japan
Liechtenstein
Luxembourg
Monaco
Netherlands
New Zealand (including the Ross Dependency)
– Niue
– Tokelau
Norway
Portugal
– Macao
San Marino
Spain
Sweden
Switzerland
United States of America
– Territories of the United States of America coming within the Union's jurisdiction by virtue of article 23 of the Constitution (Guam, Puerto Rico, Samoa, Virgin Islands of the United States of America)
– Trust Territory of the Pacific Islands (Mariana Islands including Saipan and Tinian, but not the United States Possession of Guam)
Vatican

¹ UN member country whose situation with regard to the UPU has not yet been settled.

Developing countries

Afghanistan
 Albania
 Algeria
 Angola
 Antigua and Barbuda
 Argentina
 Armenia
 Azerbaijan
 Bahamas
 Bahrain
 Bangladesh
 Barbados
 Belarus
 Belize
 Benin
 Bhutan
 Bolivia
 Bosnia and Herzegovina
 Botswana
 Brazil
 Brunei Darussalam
 Bulgaria (Rep)
 Burkina Faso
 Burundi
 Cambodia
 Cameroon
 Cape Verde
 Central African Rep
 Chad
 Chile
 China (People's Rep)
 – Hongkong, China
 Colombia
 Comoros
 Congo (Rep)
 Costa Rica
 Côte d'Ivoire (Rep)
 Croatia
 Cuba
 Cyprus
 Czech Rep
 Dem People's Rep of Korea
 Dem Rep of the Congo
 Djibouti
 Dominica
 Dominican Republic
 Ecuador
 Egypt
 El Salvador
 Equatorial Guinea
 Eritrea
 Estonia
 Ethiopia
 Fiji
 Gabon

Gambia
 Georgia
 Ghana
 (Overseas Territories (United Kingdom of
 Great Britain and Northern Ireland)):
 – Anguilla
 – Bermuda
 – British Indian Ocean Territory
 – Cayman Islands
 – Montserrat
 – St Helena
 – Turks and Caicos Islands
 – Virgin Islands
 Grenada
 Guatemala
 Guinea
 Guinea-Bissau
 Guyana
 Haiti
 Honduras (Rep)
 Hungary (Rep)
 India
 Indonesia
 Iran (Islamic Rep)
 Iraq
 Jamaica
 Jordan
 Kazakhstan
 Kenya
 Kiribati
 Korea (Rep)
 Kuwait
 Kyrgyzstan
 Lao People's Dem Rep
 Latvia
 Lebanon
 Lesotho
 Liberia
 Libyan Jamahiriya
 Lithuania
 Madagascar
 Malawi
 Malaysia
 Maldives
 Mali
 Malta
 Marshall Islands¹
 Mauritania
 Mauritius
 Mexico

¹ UN member country whose situation with regard to the UPU has not yet been settled.

Micronesia (Federated States of)¹
Moldova
Mongolia
Morocco
Mozambique
Myanmar
Namibia
Nauru
Nepal
Netherlands Antilles and Aruba
– Cook Islands
Nicaragua
Niger
Nigeria
Oman
Pakistan
Palau¹
Panama (Rep)
Papua New Guinea
Paraguay
Peru
Philippines
Poland (Rep)
Qatar
Romania
Russian Federation
Rwanda
Saint Christopher (St Kitts) and Nevis
Saint Lucia
Saint Vincent and the Grenadines
Samoa
Sao Tome and Principe
Saudi Arabia
Senegal
Seychelles
Sierra Leone
Singapore
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
Sri Lanka
Sudan
Suriname
Swaziland
Syrian Arab Rep
Tajikistan
Tanzania (United Rep)
Thailand
the former Yugoslav Republic of Macedonia
Togo
Tonga (including Niuafo'ou)
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Tuvalu
Uganda
Ukraine
United Arab Emirates

Uruguay
Uzbekistan
Vanuatu
Venezuela
Viet Nam
Yemen
Yugoslavia
Zambia
Zimbabwe

¹ UN member country whose situation with regard to the UPU has not yet been settled.

Resolution C 37/Beijing 1999

Use of income from reimbursement of terminal dues to improve the quality of postal services

Congress,

Considering

- that the 1969 Tokyo Congress established the principle of reimbursement for delivery so that administrations of destination could be compensated for the costs they incur and in order to handle traffic imbalances, thus obliging postal administrations to constantly improve the quality of their services;
- that recommendation C 78/1989 sets out clearly the reasons for giving the Posts the revenue derived from reimbursement of terminal dues so that they can improve the quality of the postal services;
- that the same line was followed by the 1994 Seoul Congress which took up the idea in its resolution C 32/1994, stressing that it was of the utmost importance to adopt provisions aimed at allocating all revenue derived from reimbursement of terminal dues to the implementation of programmes for replacing and improving postal infrastructures, and to use those same revenues to organize and improve the international postal service, in accordance with article 1, paragraph 2, of the Constitution of the Union;
- that efforts already made must be stepped up so that resources generated by application of the terminal dues system are devoted to achieving the objectives which underlay the establishment of this system, such as the implementation of programmes for organizing, extending and improving the postal service as a whole,

Instructs

the International Bureau of the Universal Postal Union to urge, through its Director-General and with the support of the Restricted Unions, the governments of member countries of the Universal Postal Union, especially those of the developing countries to:

- recognize the principle under which all the revenue generated by reimbursement of terminal dues is allocated to the postal service in the country of destination, whether or not this service has legal personality or independent assets and whether or not it enjoys a greater or lesser degree of autonomy;
- ensure, consequently, that the revenue from terminal dues is used for investment in the postal infrastructure, with the aim of improving the quality of service of the Post;
- adopt, as early as possible, once the required internal formalities have been concluded, machinery allowing the entire revenue derived from reimbursement of terminal dues to be transferred to the budget of the postal administration.

(Proposal 20. 0.30, Committee 4, 6th meeting)

Resolution C 46/Beijing 1999

Terminal dues

Congress,

Noting

the extensive policy, economic and operational studies on terminal dues performed by the Postal Operations Council leading up to the Beijing Congress,

Considering

that these studies should in future be conducted in a targeted and efficient manner, with clearly defined objectives,

Further considering

that the problems associated with remuneration for services rendered by postal administrations of destination are among the major concerns of the Union,

Believing

that the financial relations between postal administrations of dispatch and postal administrations of destination must be founded on economic criteria that take account not only of the objectives established in order to approach more closely the costs of the services rendered, but also of the environment in which the Posts operate, particularly with regard to the extent of market liberalization and level of competitive activity,

Considering

- that the 1989 Washington Congress adopted the principle that the economic criteria, for the most significant of these relations, should take into account the delivery costs linked to the number of items delivered;
- that the 1994 Seoul Congress adopted the principle that terminal dues for bulk mail should be more specifically related to the costs or domestic tariffs of the postal administration of the delivering country;
- that the economic criteria should also take into account:
 - the costs of improving infrastructures in postal administrations of developing countries to improve the overall quality of service in the international network;
 - the affordability of the universal service;
 - the economic efficiency of the delivery services available;
 - the operational costs of maintaining the statistical and accounting systems;
- that "Post 2005" has made the following projections on the impact of competition on the Post:
 - the physical mail share of the communications market will decline by 26%;
 - the postal share of the physical mail market will decline by 5.7% by 2005;
- that improvements to quality of service are critical both to maintaining the postal market share and to providing a reliable universal service;
- that the World Trade Organization's "Most Favoured Nation" and "national treatment" principles and other competition law will strongly influence the development of terminal dues systems and make it difficult to enforce provisions against remail;
- that, in view of the economic, commercial and regulatory demands on the terminal dues system, the data and methodologies used in developing terminal dues must be audited and transparent;
- that economic studies require dedicated human and financial resources which member countries and the International Bureau can commit to only if the objectives are clear, the studies are carefully planned, the methodologies are reviewed and approved in advance, and the results will be used for their intended purpose,

Instructs

the Council of Administration, liaising with the Postal Operations Council Task Force:

- a to perform the following roles under 3.2.0 of the Beijing Postal Strategy:
 - identify the regulatory and WTO requirements which would apply to the terminal dues system;
 - analyze principles of compensation systems which are applied in other international organizations which may be instructive for development of equitable terminal dues arrangements;
- b to establish a Task Force to perform the following work:
 - under 3.1.0 of the Beijing Postal Strategy:

- determine what audited data postal administrations could normally provide that would be pertinent to terminal dues studies, both in establishing world average and country-specific rates;
- determine the conditions under which provision of these data may be mandatory;
- determine appropriate authorities to audit or certify data;
- establish data confidentiality requirements, if appropriate;
- review how pertinent economic and market data available from external, internationally recognized sources may be used;
- approve methodologies developed by the POC to establish rates, or to adjust existing rates;
- under 3.2.0 of the Beijing Postal Strategy:
 - determine whether and to what extent members should be bound by results developed from methodologies agreed in advance;
 - make a recommendation on this,

Instructs

the Postal Operations Council to establish a Task Force, which will also report to the Council of Administration, to perform the following work:

- a under 3.1.0 of the Beijing Postal Strategy:
 - develop methodologies consistent with the principles established by the Council of Administration, taking into account the most efficient use of financial resources and human resources employed by Task Force members, member countries contributing data to the studies and the International Bureau;
 - determine the relation between domestic tariffs and costs in each industrialized administration to establish the appropriate percentage and mixture of tariffs to apply as terminal dues for each industrialized administration;
 - liaise with the Postal Development Action Group in the joint UPU–World Bank project to develop and implement a standardized cost accounting system for the postal administrations of developing countries that can commit the resources necessary to implement and maintain such a system;
 - collect data and perform analyses of them to determine the impact of changes on administrations and on customers;
- b under 3.2.0 of the Beijing Postal Strategy:
 - identify improvements necessary to the existing system to meet the needs of the market and of member countries;
 - identify the requirements for developing a terminal dues system that takes account of each country's costs;
 - design the optimum system by endeavouring to bring it closer to costs, taking into account the criteria listed in the preamble of this resolution and work carried out in developing other multilateral and bilateral terminal dues arrangements;
 - determine a transition schedule for implementing such a system, with a view to this transition beginning for some countries during the five-year period following the Beijing Congress;
 - establish by 2002 the methodologies for converting a postal administration's domestic tariffs or costs into terminal dues rates, for the industrialized countries;
 - determine by 2002 the final percentage of the domestic rates to be applied by industrialized countries for the years 2004 and 2005 taking into account the wide range of differentials between retail and commercial rates among the industrialized countries;
 - develop proposals for compensating postal administrations for the additional costs incurred in delivering registered, insured and express items;
- c under 3.3.0 of the Beijing Postal Strategy, develop statistical, accounting and operational systems to promote economic and commercial advances in the terminal dues system;

d under 2.4.0 of the Beijing Postal Strategy:

- develop recommendations on incorporating financial incentives in the terminal dues system for improving quality of service, considering in particular the improvement of quality in postal administrations of developing countries;
- liaise with the quality of service task forces of the UPU and the IPC to determine costs and a realistic time frame for an accurate delivery quality measurement system;
- develop an operational and implementation plan to link quality of service to terminal dues in conformity with the conditions of each postal administration;
- determine by 2002, taking into account the specific situation of the developing countries, the quality of service targets, measurement system and link with terminal dues to be applied for the years 2004 and 2005 between administrations paying each other on the basis of the IC to IC system.

(Proposals 20. 0.16/20. 0.45, 20. 0.47 and 20. 0.48, Committee 4, 6th meeting)

Resolution C 92/Beijing 1999

Harmonization of the letter-post and parcel-post surface transit systems

Congress,

Noting

the existence of two different systems for transit of surface mail, one for bags of letter post and one for bags of parcel post,

Considering

that the work effort associated with transiting mail, whether letter post or parcel post, is not related to the contents of the bags being transited,

Aware that

- the transit of air letter-post bags and of air parcel-post bags is done using the same system and rules, and that this system works well;
- a number of postal administrations are proceeding with the automation of related processes; and
- a single system would make it easier to proceed with this automation and to manage the transit handling and the payment calculation processes,

Believing

that efficiencies and service improvement are likely to result from the adoption of a common system for transit of surface letter-post and surface parcel-post bags,

Instructs

the Postal Operations Council:

- to determine whether setting up a common system of transit for surface letter post and surface parcel post is both feasible and desirable; and
- if so, to draft the regulatory provisions and operational rules resulting from its review of this matter; and
- to implement such provisions and rules as soon as practicable.

(Proposal 20. 0.26, Committee 4, 9th meeting)

2.4.4 Airmail

Resolution C 60/Lausanne 1974

Affirmation of the principles of freedom of transit with regard to so-called "hijacking" activities

Congress,

Having noted
that so-called "hijacking" activities perpetrated throughout the world may directly or indirectly affect the principles of freedom of transit and the inviolability of postal items,

Wishing
to affirm these principles and to retain complete effectiveness in the face of new facts or acts which may infringe them,

Declares

that mails, regardless of what they may be or to which category they may belong, affected by so-called "hijacking" activities are inviolable, and that the subsequent forwarding of the said mails must be assured on a priority basis by the country where the aircraft landed or was freed, even if this aircraft is the subject of disputes of a non-postal nature.

(Documents of the 1974 Lausanne Congress – volume II: pages 974, 975, 1382)

Recommendation C 63/Lausanne 1974

Security of valuable items conveyed by the Post: general security and protection measures at offices of exchange and airports

(For the text, see page 64.)

Recommendation C 70/Rio de Janeiro 1979

Speeding up the handling of airmail on the ground¹

Congress,

Having noted
the results of the study carried out in accordance with resolution C 62 of the 1974 Lausanne Congress on speeding up the handling of airmail on the ground,

Noting
the importance of rapid and efficient performance of operations at airports in order to maintain the advantages offered to mail by the speed and regularity of air conveyance,

Aware

that a shortage of postal facilities at airports or a lack of space in such premises – especially at airports handling transit mails – may delay the forwarding of current mail and present an obstacle to the increased use of air transport for conveying mail,

Considering

that, to ensure continuity in transmission and the safety of mail, postal services at airports must be in operation when the mails depart and arrive,

Recommends

postal administrations:

- i to ensure in good time that they have at their disposal, at their countries' airports and/or elsewhere, facilities enabling them to take delivery of and handle efficiently:
 - a present and anticipated volumes of airmail, including foreign-origin airmail, arriving at destination or to be reforwarded;
 - b any surface mail conveyed by air under maximization-oriented services, including foreign-origin surface mail, arriving at destination or to be reforwarded;
 - c any containerized mail;
- ii to ensure, as far as possible, that postal facilities at airports are located in a position allowing easy access to the airport apron and to the passenger and cargo services;
- iii to ensure that the working hours of their services at airports coincide with the arrival and departure times of flights used for conveying mail; and
- iv to ensure that the transport facilities used between airports and city postal establishments are sufficiently quick, reliable and frequent, especially where airports are far from the city.

(Documents of the 1979 Rio de Janeiro Congress – volume II: page 1626)

¹ Cf CL 3410/1520 of 5 June 1989.

Formal opinion C 71/Rio de Janeiro 1979

Speeding up the handling of airmail on the ground¹

Congress,

Having noted

the results of the study carried out in accordance with resolution C 62 of the 1974 Lausanne Congress on speeding up the handling of airmail on the ground,

Noting

the importance of rapid and efficient performance of operations at airports in order to maintain the advantages offered to mail by the speed and regularity of air conveyance,

Aware

that a shortage of postal facilities at airports or a lack of space in such premises – especially at airports handling transit mails – may delay the forwarding of current mail and present an obstacle to the increased use of air transport for conveying mail,

Desirous

that postal administrations should be able to make their requirements regarding airport facilities known to the appropriate authorities of their countries at each stage of the construction or enlargement of airports,

Considering

that the mail must be taken in charge by the airlines on departure, and delivered to the postal services on arrival, under optimum conditions,

Expresses the formal opinion:

- i that the International Civil Aviation Organization (ICAO) should be asked to take appropriate steps to ensure that postal administrations are consulted from the initial stage of the planning of new airports and the enlargement of existing ones, and that administrations are invited to participate in the work of the National Facilitation Committees (FAL) where such committees exist;
- ii that the International Air Transport Association (IATA) should be asked to take similar measures, in particular so that postal administrations can be represented on any Consultative Committees for the planning of airports that may be set up;
- iii that IATA should be asked to remind its members of the desirability of cooperating with postal administrations at national level with a view to:
 - a fixing reasonable close-out times for handing over mails to the airlines; and
 - b expediting the handover of mails to the postal services upon arrival.

(Documents of the 1979 Rio de Janeiro Congress – volume II: page 1626)

¹ Cf CL 3410/1520 of 5 June 1989.

Recommendation C 43/Hamburg 1984

Airmail correspondence in transit à découvert: number of average rates per group of countries of destination

Congress,

Having taken note

of the study carried out by the Executive Council in pursuance of resolution C 33 of the 1979 Rio de Janeiro Congress, including the result of the consultation of administrations carried out by circular letter No 3410.12(C)975 of 15 August 1980,

Noting

that the majority of administrations participating in this consultation are of the opinion that a reduction in the number of average rates per group of countries of destination laid down in article 80, paragraph 1, of the Rio de Janeiro Convention (which may not exceed 10) is likely to simplify the accounting of air conveyance dues and the dispatch operations relating to airmail correspondence in transit à découvert,

Noting

that some intermediate administrations have already reduced the number of average rates,

Recommends

intermediate administrations which have not yet done so to examine the possibility of reducing the number of rates per group of countries of destination for the next edition of the General List of Airmail Services (List AV 1).¹

(Documents of the 1984 Hamburg Congress – volume II: pages 503, 626)

¹ List CN 68 (Seoul 1994).

Recommendation C 44/Hamburg 1984

Speeding up of airmail in transit à découvert

Congress,

Recalling

recommendation C 70 and formal opinion C 71 of the 1979 Rio de Janeiro Congress,

Considering

that airmail in transit à découvert suffers excessive delays in forwarding and that such delays can be avoided if transit countries give a true picture of their forwarding facilities,

Bearing in mind

that à découvert exchanges form a large percentage of airmail traffic and for many developing countries provide the only means of forwarding airmail to most destinations,

Recommends

- i that transit administrations undertake the reforwarding of à découvert mail only if they are making up direct closed dispatches for the countries of destination;
- ii that postal administrations endeavour to minimize the number of transmissions à découvert;
- iii that the advertising of such transit facilities in the General List of Airmail Services (AV 1 List)¹ be realistic and aligned on existing transport outlets.

(Documents of the 1984 Hamburg Congress – volume II: pages 503, 626)

¹ List CN 68 (Seoul 1994).

Resolution C 70/Hamburg 1984

Direct transhipment of airmails between different airlines

Congress,

In view of

the provisions of article 74, paragraph 4, of the Convention (Rio de Janeiro 1979) according to which "If the administration of the country of origin so wishes, its mails shall be transhipped directly, at the transit airport, between two different airlines, provided that the airlines concerned agree to make the transhipment and that the administration of the transit country is informed of it beforehand",

Recalling

that this rule which was introduced by the 1979 Rio de Janeiro Congress dispensed with the obligation to obtain the prior agreement of the intermediate administration to facilitate the direct transhipment of airmails between different airlines,

Recalling further

that, for this purpose, Congress approved the "practical application formula for the direct transhipment of airmails by the airlines" agreed between the Executive Council and IATA,

Noting

that these provisions are fairly frequently lost sight of and that, in particular, because they are not clearly informed by the dispatching administrations of their intentions, the administrations of the intermediate countries do not always know whether they should intervene in respect of the mails in transit, and this causes delays in forwarding and disputes with the airline representatives, as well as difficulties in the event of subsequent inquiries,

Noting

that the absence from the "practical application formula" of provisions governing the handling of airmails normally intended for direct transshipment, but from which the AV 7¹ delivery bill is missing, gives rise to costly inquiries and delays the settlement of accounts where the airmails are not handed over to the postal administration at the airport of transshipment but are forwarded by an airline by the first appropriate flight to destination,

Instructs

...²

Requests

administrations:

- to see that the "practical application formula for the direct transshipment of airmails by the airlines" is observed, in particular as regards the prior informing of the administrations of the intermediate countries at the time of establishing connections involving direct transshipment of mails between two different airlines (B, iv and viii, of the formula);
- to ensure that the outward airlines (first carriers) do in fact make all the arrangements laid down in the "application formula" for the proper execution of the direct transshipment with the airlines flying the subsequent parts of the route (second and, if applicable, third carriers), without the intervention of administrations of the intermediate countries, even in cases where the airlines operate at different air terminals or airports;
- to accept, for accounting purposes, the "replacement AV 7 bill"³ upon its approval by the EC.

(Documents of the 1984 Hamburg Congress – volume II: pages 506, 639)

¹ CN 38 (Seoul 1994).

² Has become null and void.

³ CN 46 (Seoul 1994).

Recommendation C 71/Hamburg 1984

Settlement of airmail accounts

Congress,

Noting

that the delays in the settlement of airmail accounts continue to cause serious inconvenience to most airlines,

Considering

that the inclusion of airmail accounts in general accounts settled by offsetting which contain debts of different kinds may contribute to delaying the payment of the amounts due to the airlines,

Recommends

that administrations wishing to settle airmail accounts by offsetting should include them preferably in an AV 11 airmail general account¹,

Reminds

administrations of 1979 Rio de Janeiro Congress recommendation C 72 which asks them to pay their national airline, without delay, the sums due to it as soon as the relative accounts are settled by the debtor administrations, possibly by offsetting.

(Documents of the 1984 Hamburg Congress – volume II: pages 508, 639)

¹ CN 52 (Seoul 1994).

Resolution C 65/Washington 1989

Exclusion of dangerous goods from airmail

Congress,

Considering
the provisions of article 36 of the Convention (especially paragraph 4, d)¹ pertaining to the prohibition of transport of dangerous substances,

Having taken note
of the proceedings of the IATA-UPU Contact Committee concerning airmail conveyance of dangerous goods, proceedings which once again underscored the gravity of the risks attendant upon such transport,

Taking note
of the measures advocated by that Contact Committee and endorsed by the Executive Council with a view to excluding the insertion of dangerous goods in postal items through enhanced educational and awareness activities for the benefit of postal staff and users, among other means through the organization of displays, the distribution of films and the production of posters dealing with dangerous goods,

Aware
of the work that remains to be done by postal administrations in their activities to combat the transport of dangerous goods,

Urges

postal administrations:

- to strengthen measures aimed at preventing the insertion of dangerous articles in postal items and, where appropriate, at detecting at the time of posting items containing such articles;
- to develop to this end educational measures suited to the local situation, for the benefit of postal users and staff;
- to ensure wide dissemination of these measures and appropriate training of the staff, using the most effective modern technical methods (audiovisual or others),

Instructs

...²

(Proposal 4000.3, Committee 6, 2nd meeting; Congress – Doc 78.2, 14th meeting)

¹ Conv (Seoul 1994), art 26.5.2.

² Has become null and void.

Resolution C 93/Beijing 1999

Study on accounting for priority items and airmail items sent in transit à découvert

(For the text, see page 161.)

2.4.5 EMS

Resolution C 48/Seoul 1994

EMS

Congress,

Noting with satisfaction

the progress made since the 1989 UPU Congress on the development of EMS as a world-class international postal express product/service,

Noting further

- the significant expansion in the number of EMS partners and in the size of the domestic and international networks, and consequently in the accessibility of the EMS service to customers throughout the world;
- the steady increase in EMS traffic and revenues and their growing importance for the profitability of postal services,

Conscious

of the need for postal administrations to maintain the competitiveness of EMS in the marketplace and to satisfy growing customer needs and expectations,

Convinced

of the value of continuing the development of the EMS product/service within postal administrations and at UPU level,

Decides

to approve continuation of the EMS activities carried out by the CCPS in pursuance of Washington Congress resolution C 25, activities for which the Postal Operations Council will be responsible with the participation and support of the International Bureau,

Endorses

the existing CCPS recommendations and the Framework Agreement on EMS items and its Regulations, attached hereto,

Instructs

the CCPS (or Postal Operations Council):

- to make further recommendations on EMS issues and to amend existing recommendations as necessary;
- to monitor the quality of EMS once a year by means of tests organized by the International Bureau and by making greater use of computerized track and trace systems;
- to organize annual meetings for all administrations providing the EMS service,

Instructs

the International Bureau to lend its full support to the development of EMS and to continue distributing and updating the publications concerning this service.

(Proposals 20. 0.2, 20. 0.23 and 20. 0.24, Committee 5, 2nd meeting)

The updated version of these documents is given at the beginning of the publication "EMS Operational Guide".

Resolution C 83/Beijing 1999**New structure for EMS**

Congress,

Taking into account

the continuing rapid growth of the global market for express services,

Recognizing

- that EMS is offered, on the basis of article 54 of the UPU Convention, by the great majority of postal administrations of UPU member countries and territories as an integral element of the postal offer effectively complementing the traditional range of letter-post and parcel-post services;
- that EMS has considerable commercial and strategic importance for postal services and for their customers;
- that in most countries EMS is the only practical and affordable means of providing universal access to international express/courier services for the private customer and many small enterprises,

Noting

Postal Operations Council resolution CEP 2/1998 establishing a new arrangement for the development of express services within the Union, similar to a cooperative,

Acknowledging

Council of Administration decision CA 11/1998, which supported the continuation of funding for UPU programmes concerning EMS by the UPU budget at the same levels as in the past during a transitional period,

Aware of the fact

- that postal administrations providing EMS are free to join the new structure;
- that activities developed by the new structure will be financed by its members;
- that some postal administrations have not yet joined the new structure,

Accepting

the need for the UPU to continue to support ongoing EMS activities, as well as for those administrations that do not join the new structure,

Noting

the creation of the new structure for EMS within the UPU,

Decides

to continue to finance, through the UPU budget, programmes concerning EMS, at a level of expenditure not exceeding the level for the 1996–2000 quinquennium (ie one P 4 post and one G 5 post plus associated EMS Unit institutional costs, office services, travel costs, etc), up to and including the year 2004. After that period, all EMS activities should be capable of being self-financing,

Encourages

EMS postal operators to join the new EMS structure,

Charges

- the new structure (EMS Cooperative), under the POC:
 - a to assume full competence for all operational, commercial, technical and economic matters concerning EMS, having authority to make and amend EMS recommendations and establish EMS standards, taking fully into account directives from the UPU bodies;
 - b to present an annual report to the POC and to the CA where appropriate,
- the POC to present a report to the next Congress on the progress of EMS activities and their financing,

Instructs

the International Bureau to:

- a provide support to the new EMS structure (EMS Cooperative);
- b ensure that postal administrations which are not part of the new structure continue to benefit from established UPU EMS programmes and publications;
- c continue to promote EMS activities for those administrations which are not members of the Cooperative.

(Proposal 032/Rev 1, Committee 7, 3rd meeting)

Resolution C 84/Beijing 1999**EMS logo**

Congress,

Bearing in mind

that certain changes made to the EMS logo prevent immediate recognition of the product,

Aware

of the negative effect of this lack of unique recognition and lack of uniformity of the EMS international network, which causes distortions in the expedited mail market and confuses customers,

Referring
to the content of article 54.3 of the Convention,

Reminds

the administrations of member countries of the need to take steps to enhance the image of the EMS product,

Instructs

the Postal Operations Council and the EMS Cooperative to seek appropriate ways of standardizing the EMS brand image by calling on administrations to offer a quality product, recognized by its logo both internationally and nationally.

(Proposal 20. 0.23, Committee 7, 3rd meeting)

2.5 Postal Parcels

Resolution C 68/Lausanne 1974

Revision of the weighted average distance of conveyance of parcels in transit

Congress,

Referring
to Tokyo Congress resolution C 80, subparagraph 2, b, which instructs the International Bureau to revise, on the occasion of each Congress and by the procedure prescribed in the annex to the resolution, the weighted average distance of transit parcel conveyance of the countries concerned,

Having noted
that by its resolution CE 8/1972 the Executive Council authorized the International Bureau not to carry out this revision before the 1974 Congress,

Sharing
the view of the Executive Council that the revision should take place only when requested by an administration concerned (administration of transit or any other administration) and only for the countries for which it is requested,

Decides

to leave it to the International Bureau to revise a country's weighted average distance of transit parcels conveyance when such revision is requested by an administration, subject to the following guidelines; the revision shall be carried out as prescribed in paragraphs 5 and 6¹ of the annex to Tokyo Congress resolution C 80, provided that the statistical period shall be fixed by the International Bureau and notified to administrations at least three months in advance. If the revised weighted average distance does not fall within the same distance step (article 47, paragraph 1, of

the Agreement)² as the distance before revision, the new transit land rates to which the country is entitled can only take effect on 1 January or 1 July, and must be notified to administrations at least two months before these dates (article 48, paragraph 2, a and c, of the Agreement).³

(Documents of the 1974 Lausanne Congress – volume II: pages 974, 975, 1402)

¹ Documents of the 1969 Tokyo Congress – volume III: pages 758 and 759.

² Parcels, Agr (Washington 1989), art 48, para 1.

³ Parcels, Agr (Washington 1989), art 47, para 5.

Recommendation C 70/Lausanne 1974

Exception to the principle of liability¹

Congress,

Noting

that the response to Tokyo Congress recommendation C 51 is disappointing,

Considering

that the provisions of article 39 of the Postal Parcels Agreement² are essential to users,

Convinced

that all the administrations of countries signatories to the Postal Parcels Agreement should assume, without reservation, the liability provided for in the above-mentioned article,

Urges

postal administrations of member countries which made reservations to article 39 to reconsider their position with a view to applying the provisions of that article.

(Documents of the 1974 Lausanne Congress – volume II: pages 974, 975, 1399 and 1400)

¹ See decision C 20/Rio de Janeiro 1979.

² Parcels, Agr (Seoul 1994), art 26, Prot, art IX.

Formal opinion C 10/Rio de Janeiro 1979

Advice of delivery

(For the text, see pages 70.)

Decision C 20/Rio de Janeiro 1979**Compensation (Postal Parcels Agreement, Final Protocol, article IX¹)**

Congress,

Noting

that postal administrations of some member countries have reserved the right, notwithstanding article 39, not to pay compensation for uninsured parcels lost, stolen or damaged in their services,

Considering

that it is not expressly stated in the Postal Parcels Agreement that member countries exercising this right should not be entitled to receive compensation for uninsured parcels, lost, stolen or damaged in the services of other member countries which accept liability under article 39,

Recognizing

that there should be reciprocity in the matter of payment of compensation,

Decides

that member countries which exercise the right not to pay compensation for uninsured parcels lost, stolen or damaged in their services shall not be entitled to receive compensation for their uninsured parcels lost, stolen or damaged in the services of other member countries which accept liability under article 39.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1263, 1644, 1743)

¹ Parcels, Prot (Seoul 1994), art VIII.

Resolution C 40/Rio de Janeiro 1979**Notification by administrations of the information to be supplied on the subject of the execution of the international postal parcels service and applicable from the entry into force of the Postal Parcels Agreement**

Congress,

Referring

to article 101 of the Detailed Regulations of the Postal Parcels Agreement, under which every administration must notify the other administrations, through the intermediary of the International Bureau, of certain information which is essential to the efficient execution of the international postal parcels service,

Considering

that numerous changes are made in this information, particularly as regards rates, after each Congress when the Postal Parcels Agreement goes into force,

Anxious

to facilitate the work of administrations and to ensure the smooth functioning of the international parcel post service from the entry into force of the new Agreement,

Recognizing

that the attainment of this objective depends on the communication of such information in good time to the administrations,

Invites

the administrations of member countries signatories of the Postal Parcels Agreement to notify the International Bureau of the information required in article 101 of the Detailed Regulations of the Agreement at least six months before the Agreement enters into force so as to enable the International Bureau to communicate them to the other administrations sufficiently in advance of the date of implementation of the Agreement.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1263, 1653, 1760)

Recommendation C 48/Hamburg 1984

Acceptance of advices of non-delivery

Congress,

Considering

the vital interest for a sender to be informed as quickly as possible of the non-delivery of his parcel to the addressee,

Feeling

that administrations must do everything in their power to ensure delivery of the parcels which are entrusted to them in order to avoid returning them to the sender,

Bearing in mind

the costs incurred by returning parcels to the sender,

Recommends

that Union administrations should accept advices of non-delivery.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 533)

Resolution C 15/Washington 1989

Standardization of the conditions of admission and supplementary services provided in the postal parcels service

Congress,

Noting

the vast differences which exist at present between the postal administrations of member countries with regard to the conditions of admission and supplementary services provided in the postal parcels service,

Considering

that these differences are difficult for customers to understand, complicate the work of the operational services and are a source of many service errors,

Aware

of the need for postal administrations to urgently take all appropriate measures to retain or recover their share of the market in the highly competitive carriage of small goods sector,

Calls on

the postal administrations of member countries to admit for all categories of postal parcel:

- a maximum weight of at least 20 kg;
- the limits of size laid down in article 20, paragraph 1, of the Postal Parcels Agreement (Hamburg 1984), viz 1.50 metres for any one dimension or 3 metres for the sum of the length and the greatest circumference measured in a direction other than that of the length;
- insured parcels;
- express parcels;
- correspondence and documents of any kind having the character of current and personal correspondence as per article 19, a, iii, third subparagraph, of the Postal Parcels Agreement (Hamburg 1984);
- advice of delivery;
- dispatch of an advice of non-delivery in accordance with article 22, paragraph 2, a or b, of the Postal Parcels Agreement (Hamburg 1984).

(Proposal 5000.1, Committee 7, 2nd meeting; Congress – Doc 78.1, 14th meeting)

Recommendation C 11/Seoul 1994

Customs clearance of postal parcels containing gifts or souvenirs

Congress,

Aware

of the possible advantages of applying to postal parcels the customs clearance procedures applied to travellers' baggage,

Recommends

all administrations of member countries to approach their national customs authority with a view to extending to postal parcels containing gifts or souvenirs the customs clearance procedures applied to travellers' baggage, providing these procedures are more liberal than the rules applying to postal parcels.

(Proposal 30. 0.6, Committee 7, 1st meeting)

Resolution C 66/Seoul 1994

International business reply service for goods

Congress,

Acknowledging

that international direct mail is one of the expanding areas for international mail services, and that it has been assisted by the successful growth and development of the international business reply service since the latter's introduction at the Washington Congress in 1989,

Recognizing

that, with the continuing expansion of international trade through the Post, a demand may exist for companies to be able to offer services which allow their customers to return goods through the international Post with the postage already prepaid,

Noting

that the postal administrations in POSTEUROP are constantly reviewing the possibilities for different types of response services to meet the evolving needs of their customers, and that a number of administrations are planning to conduct market research in this area,

Instructs

the Postal Operations Council:

- to monitor developments in the situation (as described in the annex) by seeking progress reports from the administrations which will be examining this issue;
- to consider in due course, depending on the progress made, whether it would be appropriate to introduce such a service as a new UPU service on an optional basis, if necessary by incorporating provisions for it in the Detailed Regulations.

(Proposal 20. 0.20, Committee 5, 3rd meeting)

Annex

International business reply service for goods

I. Background

1.1 International direct marketing, a prime application for response services, has grown considerably over the last ten years, and with it international direct mail as its prime marketing tool. This growth has been a direct result of a combination of factors, including the increasing globalization of the marketplace and the growing sophistication of direct marketing techniques.

1.2 Postal administrations worldwide will need to support this growth of international mail stemming from the direct marketing sectors, tailoring response services to their requirements. Whilst both IBRS and International Admail will play an important part in providing a range of response services, the needs of the mail order industry (a prime user of direct mail and response services) will need to be particularly addressed. The mail order industry is recognized as a sector set to expand with the ongoing dismantlement of European cross-border tariff and trade restrictions and the expected expansion of the European Union (EU) to include several EFTA countries, notably Switzerland, Austria, Norway, Sweden, Finland and Iceland.

1.3 A known requirement of the mail order industry is an international reply-paid packet and goods service. In the longer term, it is envisaged that response services will need to provide a

comprehensive range of mailing products, to include new products encompassing both international COD, international Freepost, and IBRS with value-added facilities such as registration, insurance and priority handling.

II. Case examples

2.1 The postal administration of Great Britain has been approached by several United Kingdom customers for combinations of the above response services. Notably, film processing laboratories have been demanding higher weight limits for IBRS items to accommodate one or more film rolls. A case in point is one British film processor already using IBRS for returning film rolls. A bilateral agreement is already in place with one administration to ensure the return of these items.

2.2 Other examples include a British dental manufacturer who requires the facility of prepaid labels to apply to returned dental casts, and another British customer who has a requirement for the prepaid return of small amounts of precious metals from overseas.

2.3 The 1994 Executive Council has already decided to add to the IBRS operating conditions the facility of returning items of no commercial value up to 250 g, as from 1 January 1995. However, a more thorough examination of market demand and possible service options is needed in order to cover the full range of goods which customers of all sorts may wish to send by prepaid international services.

2.4 Obviously, if postal administrations do not adapt to this market demand for flexible response services, this will only be to the advantage of commercial competitors such as TNT.

III. Market research

3.1 Market research has not as yet been undertaken in this area of value-added services. However, the evidence suggests a definite market demand for an increased range of response services.

3.2 Britain proposes to pursue this area through the PDMS (Postal Direct Marketing Service) New Product Development group, and as a first step, include questions on response services within the ongoing PDMS research project.

IV. Action plan

4.1 Through the PDMS New Product Development subgroup, Great Britain will explore with its postal partners the viability of providing response services as described above.

4.2 All-too-familiar customs problems (outside Europe) and inter-administration charges for handling goods of a non pre-determined size (as in the case of items with prepaid labels) will be investigated.

4.3 Great Britain will be pleased to submit to the UPU more detailed information on these issues as the work progresses.

Resolution C 50/Beijing 1999

Introduction and extension of the postal parcels service

Congress,

Noting

the results of the study conducted by the Postal Operations Council in execution of 1994 Seoul Congress resolution C 10,

Noting

that, according to the results of the study, 11 of the 189 Union member countries do not operate the postal parcels service in accordance with the provisions introduced into the Beijing Convention,

Convinced

of the need to create a universal postal parcels service, renews its invitation to the administrations of the member countries concerned to introduce the service in their international postal exchanges, and

Instructs

the International Bureau to continue the activities undertaken pursuant to the above-mentioned resolution by encouraging the member countries concerned to operate the postal parcels service in accordance with the provisions set out in the Beijing Convention.

(Proposal 20. 0.6, Committee 4, 7th meeting)

Resolution C 75/Beijing 1999

Study on an International Postal Freight Service

Congress,

Considering

that certain postal administrations have accumulated, at the domestic level, experience in handling and transporting goods which enables them to offer their customers an essential and popular service,

Recognizing

the encouraging results obtained by various postal administrations in the handling and transport of goods, which enhance their profitability and increase their revenue at the domestic level,

Noting

the need to face up to the challenge of the growth in telecommunications and guarantee universal services throughout the Union,

Taking account

- of the need to tap new areas or segments of the international market that contribute to its existence;
- of the experience that certain postal administrations have built up in the handling and transport of goods, as well as that of other operators in this sector,

Instructs

the Postal Operations Council and the International Bureau:

- to study the possibility of including in the Acts of the Union an optional International Postal Freight Service Agreement;
- depending on the results of this study, to present for approval to the next Congress the optional International Postal Freight Service Agreement and the Detailed Regulations thereto,

Invites

the postal administrations of member countries to consider setting up a postal freight service within their domestic service.

(Proposal 049, Committee 7, 3rd meeting)

Resolution C 80/Beijing 1999**Activities designed to enhance and stimulate the development of the international postal parcels market**

Congress,

Aware

of the significant growth which has taken place and is continuing to take place in the international parcels market,

Noting with concern

that in spite of the considerable time and effort devoted by the UPU membership towards strengthening the international postal parcels market, the Posts' overall share of the market is continuing to fall,

Convinced

of the urgent need for the UPU membership to respond better to customers' changing requirements and expectations, thereby increasing the Posts' share of the worldwide international parcels market,

Noting

that during the course of its work POC Committee 2 (Parcel Post) recognized the need to expand its limit beyond the traditional activities, namely:

- the controlling, setting and level of inward land and transit land and sea rates;
- the recasting of the Convention and the Postal Parcels Agreement;
- the extension of the Postal Parcel Service,

Instructs

the Postal Operations Council, in conjunction with the International Bureau, to take all measures necessary to ensure that positive results are achieved in the various fields covered by the activities and associated actions (annexed hereto),

Urges

- every UPU member administration to cooperate fully in all the activities, designed to stimulate and develop growth in the international postal parcels market;
- the Restricted Unions to give their full and active support to all activities undertaken.

(Proposal 20. 0.13, Committee 7, 3rd meeting)

Activity headings and associated actions designed to enhance and stimulate the development of the international postal parcel market

Activity 1: Formalize a business plan

Action 1: To define and implement a business plan.

Activity 2: Postal parcel profile and targeted market research

Action 2: To develop a system to collate and make accessible up-to-date actual data and publish them on a restricted-access UPU website.

Action 3: To recommend, to UPU member countries, that they provide comprehensive updates on their respective parcel post product developments.

Action 4: To recommend that administrations report back to the UPU on market research findings which should then be published on a restricted-access UPU website.

Activity 3: Identification of potential market opportunities

Action 5: To set up a group (comprising marketing and operational specialists) which should concentrate on coordinating, with a body such as the Direct Mail Advisory Board, the identification and development of direct mail opportunities.

Action 6: To set up a group (comprising marketing and operational specialists), to continue looking at the development of the Consignment Service.

Action 7: To set up a group (comprising marketing and operational specialists), to identify potential opportunities within electronic commerce and to recommend appropriate activities.

Activity 4: Customer perception

Action 8: To urge postal administrations to coordinate, on a regional basis, activities aimed at simplifying and standardizing the range of postal parcel products.

Action 9: To recommend that administrations provide summaries of customer market research findings to the International Bureau for information and/or action.

Action 10: To set up a Task Force (comprising operational and technical specialists) to research, recommend and implement, in conjunction with the PTC (Postal Technology Centre of the International Bureau), use of standard barcoded labels and effective track-and-trace systems.

Activity 5: Quality of Service

Action 11: To continue to recommend that administrations provide realistic and current end-to-end standards to the International Bureau for information and/or action.

Action 12: To continue devising and implementing a continuous dedicated parcel post Quality of Service audits (by the International Bureau) and to report to the POC on the results.

Activity 6: Model Bilateral Agreement for the Exchange of Parcels

Action 13: To set up a Task Force (comprising operational and marketing specialists) charged with re-examining the proposals set forth in Washington Congress resolution C 7/1989.

Activity 7: Examination of customs issues

Action 14: To examine the possibility of providing technical assistance and support for setting up customs pre-advisory systems.

Resolution C 89/Beijing 1999**Completion of parcel bills (postal parcels)**

Congress,

Noting

the results obtained so far by the POC in its study on bulk entry as the normal method of completing CP 86 and CP 87 parcel bills,

Instructs

the Postal Operations Council to continue this study with a view to simplifying the completion of parcel bills and to amend the Parcel Post Regulations accordingly.

(Proposal 20. 0.5, Committee 4, 9th meeting)

Resolution C 90/Beijing 1999**Revision of land rates and sea rates**

Congress,

Having adopted,

the provisions concerning inward land rates and the new transit land rates and sea rates proposed by the Postal Operations Council at the conclusion of the studies stemming from resolutions C 23, C 24 and C 25 of the 1994 Seoul Congress,

In view of the fact

- that, as a measure to discourage administrations from setting excessive inward land rates as laid down by Seoul Congress resolution C 25, the relevant guideline rates were not adjusted;
- that the transit land rates and sea rates were set by reference to the letter-post transit charges in accordance with the "comparative parcel-post/letter-post" method described in 1969 Tokyo Congress – Doc 13 (1969 Tokyo Documents, volume II, pages 483 to 486),

Instructs

the Postal Operations Council:

- i with due regard to the delivery charges applicable in other postal services, to carry out a fresh study on the amounts of the guideline rates applicable to inward land rates laid down in the Parcel Post Regulations;
- ii to adjust the transit land rates and sea rates laid down in these Regulations in the event of a revision of the letter-post transit charges;
- iii to submit any proposals resulting from this study to the next Congress.

(Proposal 20. 0.7, Committee 4, 9th meeting)

Recommendation C 91/Beijing 1999

Setting of inward land rates

Congress,

Noting

the results of the studies carried out within the framework of Seoul Congress resolution C 25 on the costs of the postal parcels service and the relationship between the domestic charge and the inward land rate,

Aware

of the vital need to contain the costs of the international postal parcels service in order to improve competitiveness,

In order to encourage

the setting of inward land rates that are as realistic as possible,

Recommends

that postal administrations, when setting their inward land rates, should take into account:

- the costs peculiar to domestic and international postal parcels as shown in annex 1;
- the need to avoid having the inward land rate for an international parcel exceed the charge for a domestic parcel by more than 41 percent.

(Proposal 20. 0.8, Committee 4, 9th meeting)

Annex

Setting of inward land rates

Costs and cost factors relating to domestic and inward foreign parcels

1 Costs which are common to both inward foreign parcels and domestic parcels

- Sortation at the office of exchange or office of posting for onward transmission
- Onward transmission to office of destination for delivery
- Delivery (at counter or at addressee's residence, according to local arrangements), including dispatch of advice of arrival
- Financial contribution to administrative and after-sales costs
- Financial contribution to amortization of plant and buildings

2 Costs which are peculiar to inward foreign parcels as distinct from domestic parcels, and which would need to be included when setting the inward land rate

Handling at offices of exchange and delivery offices

- Checking
- Irregularities
- Discrepancies

- Reforwarding
- Return of empty receptacles
- Customs clearance costs including installations
- Importation controls, eg hygiene clearance
- Parcel bills
- Extra costs due to need for manual sorting, where domestic parcels processing is mechanized
- Special handling of undeliverable parcels (advice of non-delivery to sender, reimbursement or cancellation of customs dues on returned or redirected parcels)
- Collection of customs dues
- Collection of presentation-to-Customs charges and associated storage costs
- Translation of addresses, where different alphabets are used
- Activities related to international accounting (including exchange rate fluctuations and COD and returned/redirected parcels)

Factors arising from marketing and financial policy

- Existing requirement to give priority treatment to inward foreign parcels
- Requirement to cover costs
- Administrative costs (eg account summarization and settlement)
- Deliberately low prices for reasons of competitiveness

3 Costs peculiar to domestic parcels which will need to be excluded from the comparison of the two categories of parcels, when the inward land rate is being set

Handling at office of posting and delivery offices

- Processing at post office counter
- Pick-up from commercial customer

Factors arising from marketing and financial policy

- Multiple inland tariffs owing to size of territory
- Artificially low prices due to government policy
- Sales force costs
- Publicity costs

Resolution C 92/Beijing 1999

Harmonization of the letter-post and parcel-post surface transit systems

(For text, see page 170.)

Recommendation C 95/Beijing 1999

Level of inward land rates

Congress,

In view of
the intense competition in the parcels market and the problems facing the Post in its efforts to retain, and even increase, its share of the market,

Aware that
these problems are due in part to the practice of setting the inward land rate significantly higher than the actual handling costs incurred,

Taking guidance from
the support expressed by many Union members for the adoption of the two-tier system of delivery charges for EMS items which was initiated in the Asian-Pacific Postal Union and subsequently adopted by the POC in its resolution CEP 2/1997; and from the adoption of bilateral rates agreements within POSTEUROP based on the ten principles for rate-setting (annex),

Convinced
that the key factor in reversing the decline in market share is to reduce, or at least contain, costs and that, in the absence of a vigorous and targeted response, the Post's market share will shrink even further,

Urges

postal administrations to introduce, through bilateral or multilateral agreements, inward land rates which are as close as possible to the guideline rate given in the Parcel Post Regulations and which take into account not only actual costs, but also actual parcels market conditions.

(Proposal 20. 0.9, Committee 4, 9th meeting)

Annex

Ten principles for the fixing of inward land rates for postal parcels

Preamble

The ten Principles and the Model Framework are to be considered as a flexible tool for entering into new bilateral land rate agreements, which can be adjusted in line with country-specific situations and requirements.

The main objective related to the signature of bilateral agreements is twofold:

- a Firstly, it consists in lowering the land rates so that postal organizations can offer more commercially competitive prices to their customers.
- b Secondly, land rate agreements need to be put in a wider perspective and not set in isolation. They also need to be market driven and reflect the service requirements of both parties to the agreement. Ultimately, they should fulfil the requirements of both the sender and receiver of the shipment.

- 1 All IPC and POSTEUROP postal organizations should be treated as a domestic customer in the country of destination.

- 2 Inward land rates should be related to domestic tariffs.
- 3 The maximum rate that inward parcels should be charged at is the full (100%) tariff price for the equivalent domestic service, inclusive of the required quality and value-added services. Prices to domestic customers for international parcel delivery should be reassessed in light of reduced inward land rates between postal organizations.
- 4 Bilaterally, postal organizations can agree upon enhanced service levels and/or reduced rates for inward land rates. They should be agreed upon according to the sending organizations' specified service requirements and volume levels.
- 5 In case a country of destination has more than one service level, the country of origin specifies the level of service it wishes to use.
- 6 Incoming parcels should be given the same priority and treatment as domestic parcels.
- 7 A mutually agreed and effective measurement system should be established for inward parcels.
- 8 A reductions scheme that links the actual quality of service achieved against pre-specified performance levels and the rate of payment for inward parcels should be established as soon as possible, wherever possible, bearing in mind that the postal organizations that do not yet have quality of service monitoring mechanisms in place should endeavour to do so.
- 9 The service level end-to-end should continuously be improved in order to meet customer requirements and match competition. Details on the conditions and service specifications can be found in the main agreement, the EPG agreement for the EPG members or in an annex.
- 10 Measures relating to principles 2 and 3 should continue to be taken, while further efforts should be dedicated to fulfilling the remaining principles.

Resolution C 96/Beijing 1999

Controlling inward land rates

Congress,

Aware

of the competitive situation on the parcels market and the vital need to avoid excessive prices,

Noting

the results of the POC study aimed at discouraging excessive inward land rates (resolution C 25 of the 1994 Seoul Congress),

Instructs

the Postal Operations Council to:

- continue seeking ways of discouraging any excess with regard to inward land rates but with due regard to the associated recommendation "Level of inward land rates";
- submit, as soon as possible, any proposals resulting from this study to the Postal Operations Council.

(Proposal 20. 0.10, Committee 4, 9th meeting)

Resolution C 98/Beijing 1999

Barcodes on postal parcels

Congress,

Recognizing

- recent advances in barcode technology;
- the need to retain the Posts' current share of the market;
- that barcoding of all postal parcels is a challenging task which the UPU will need to assist its members to complete,

Instructs

the Postal Operations Council:

- to plan for 100% use of barcodes on postal parcels, examining ways to encourage all administrations to use barcodes on all their postal parcels for the customer service benefit this will bring;
- to examine how the UPU can help less developed countries to implement barcode application on their postal parcels, as has been successfully done for EMS;
- to examine and approve appropriate proposals as soon as possible.

(Proposal 20. 0.28, Committee 4, 9th meeting)

Resolution C 99/Beijing 1999

Returned, missorted, redirected, damaged and badly addressed parcels

Congress,

Recognizing

- the current difficulties in handling and accounting for returned, missorted, redirected, damaged and badly addressed parcels;
- the potential benefits of improvements in this area,

Instructs

the Postal Operations Council:

- to conduct a full process review of returned, missorted, redirected, damaged and badly addressed parcels, covering the following issues and any others identified as pertinent:
 - customer requirements;
 - operational procedures;
 - costs and accounting procedures;
 - customer service implications;
 - organizational implications;
- to examine and approve, as soon as possible, appropriate proposals.

(Proposal 20. 0.29, Committee 4, 9th meeting)

2.6 Postal financial services

Resolution C 11/Rio de Janeiro 1979

Information to be supplied by administrations

Congress,

Referring

to article 101 of the Detailed Regulations of the Money Orders and Postal Travellers' Cheques, Giro, COD, Collection of Bills, International Savings and Subscriptions to Newspapers and Periodicals Agreements, under which every administration must give the other administrations, through the International Bureau, certain information on the execution of the services governed by those Agreements,

Considering

that numerous amendments have to be made to this information after each Congress, when the Agreements go into force,

Anxious

to facilitate the work of administrations and to ensure the smooth functioning of the international service from the entry into force of a new Agreement,

Recognizing

that the attainment of this objective depends on the communication of this information to administrations in good time,

Invites

the administrations of member countries signatories of any of the above Agreements to notify the International Bureau of the information required in article 101 of the Detailed Regulations of each Agreement at least six months before the Agreements go into force, so that the International Bureau can publish it well before the date on which they take effect.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1263, 1672)

Resolution C 3/Washington 1989

Postal Financial Services and Subscriptions to Newspapers and Periodicals Agreements abolished. Possibility of their being retained or reintroduced

Congress,

Noting

that member countries of the UPU either do not participate in the postal travellers' cheques, giro travellers' cheques, instruments payable at giro centres, collection of bills, savings and subscriptions to newspapers and periodicals services, or execute these services on the basis of bilateral agreements which differ greatly from one another,

Believing

that, under those circumstances, regulation of these services by the UPU is no longer justified,

Decides

- i to delete from the Money Orders Agreement all provisions concerning postal travellers' cheques;
- ii to delete from the Giro Agreement the provisions concerning "Giro travellers' cheques" and those concerning "Negotiation by giro transfer of instruments payable at giro centres";
- iii to abolish the Collection of Bills Agreement, the International Savings Agreement and the Subscriptions to Newspapers and Periodicals Agreement;
- iv to leave administrations the possibility of retaining or subsequently reintroducing between themselves all or part of the provisions relating to the above-mentioned services,

Accordingly instructs

the International Bureau to distribute by means of circulars, as the need arises and at the request of the countries concerned, a list of the countries participating in these services, as well as certain information of a general nature.

(Proposal 05, Committee 8, 1st meeting; Congress – Doc 78.1, 14th meeting)

Resolution C 61/Seoul 1994**Action plan to energize the postal financial services**

Congress,

In view of
the Seoul expanded debate held by Congress Committee 8 on 2 September 1994 on the subject "Future of the postal financial services",

Considering

- the overriding importance of extending the postal financial services so as to achieve better coverage and universality of the world network of international postal payments systems;
- the need to safeguard and improve the quality of the postal financial services;
- the development of telematic applications for transferring postal financial services funds and the use of computerized systems as an essential condition for operationally effective services;
- the magnitude of the revenue expected from postal financial exchanges and the need to develop customer loyalty at both the national and the international level;
- that, if they are to remain competitive, the services must quickly adapt to the changing environment and more particularly to developments on the international financial payments market,

Noting

the absence of international postal financial services in many UPU member countries,

Deeming

this situation unsatisfactory for the pursuit of efficient financial exchanges between partners on the different continents,

Deeming

on the one hand that existing regulations are ill-suited to the economic rules in force and, on the other, that they do not allow the flexibility required in the field of production,

Aware

of the fact that by itself, a development policy is not sufficient to ensure the establishment of reliable, modern and economically viable financial services,

Taking account

of the value of a common commitment founded on recognized principles of action,

Approves

the attached Action Plan to energize the postal financial services (PFSAP),

Urges

postal administrations to develop their postal financial exchanges by drawing on the objectives of the PFSAP, particularly with a view to the worldwide extension of the postal financial services,

Invites

the Restricted Unions to take extensive account of the PFSAP in their regional programmes and to define priorities at their level,

Instructs

the Postal Operations Council:

i to take measures to:

- urge the member countries of the Union to create services that, in the first instance, will permit the transfer of funds;
- facilitate the modernization of such transfers;
- promote flexibility in exchanges;
- simplify reciprocal payment methods;
- foster technical exchanges in the area of postal financial services;
- ensure appropriate promotion of the services;
- ii adapt existing regulations to those measures;
- iii ensure that application of the PFSAP is monitored;
- iv report to the next Congress on the execution of the PFSAP,

Also instructs

the International Bureau to monitor these activities and, where appropriate, to propose adjustments to this Action Plan to the Postal Operations Council.

(Proposal 40. 0.1, Committee 8, 2nd meeting)

Action Plan to energize the postal financial services (PFSAP)

Objectives		Projects/Actions/Activities	Responsibility ¹
Strategy		A. Develop postal financial exchanges by establishing a universal, progressive and operational network of postal financial payments systems (services) at international level	
A 1	Extension worldwide of the postal financial services; universality of postal financial payments systems	A 1.1 <i>Increase the number of countries actively participating in the postal financial services in order to expand the coverage of services worldwide</i>	POC, RU
		A 1.1.1 Urge the Union member countries and States, as appropriate, to establish postal financial services primarily for the transfer of funds in the international service.	
		A 1.1.2 Give priority to the establishment of postal financial services within those administrations that do not at present offer services in this area.	Adm, RU
		A 1.2 <i>Simplify the current regulations and the conditions governing execution of the services to encourage many administrations to participate in and to join international postal financial payment systems</i>	POC, RU
		A 1.2.1 Recast the Postal Financial Services Acts with a view to simplifying the conditions governing execution of the postal financial services and making them more flexible.	
		A 1.3 <i>Support accession to the postal financial services on the basis of the UPU Agreements in force</i>	POC, RU
A 2	Develop and improve traditional and computerized postal financial services	A 1.3.1 Consider measures for encouraging those administrations that provide services on the basis of bilateral agreements to subscribe to the UPU Agreements in force.	
		A 1.3.2 Identify the reasons preventing administrations from subscribing to the UPU's universal Postal Financial Services Agreements and taking measures to adapt to the conditions of universal service on the basis of those UPU Agreements.	Adm, POC, RU
		A 2.1 <i>Develop and optimize the internal organization of postal financial institutions so as to achieve an even more effective postal financial services network for long-distance and direct-contact payments</i>	Adm
		A 2.1.1 Increase the number of post offices providing postal financial services in all rural regions and zones, taking the cost/benefit ratio into account.	
		A 2.1.2 Computerize post offices and procedures for internal processing of instruments at the counters, using the most efficient exchange methods and procedures	Adm, POC

¹ This column indicates the entities responsible for the actions. The following abbreviations have been used:

Adm = Administrations
 IB = International Bureau
 POC = Postal Operations Council
 RU = Restricted Unions

Objectives	Projects/Actions/Activities	Responsibility
	<p><i>A 2.2 Improve the money orders service</i></p> <p>A 2.2.1 Improve money order transmission times.</p> <p>A 2.2.2 Improve the security of the service and reduce inquiry response time.</p> <p>A 2.2.3 Urge countries with no inward money order service to serve as intermediaries by issuing cheques payable to the beneficiaries.</p> <p>A 2.2.4 Assign a group of experts to study measures for improving the international money orders service.</p>	<p>Adm, POC</p> <p>Adm, POC</p> <p>Adm, POC</p> <p>POC</p>
	<p><i>A 2.3 Improve the giro service</i></p> <p>A 2.3.1 Expand the issue of withdrawal cards and equip post offices with terminals and cash dispensers</p> <p>A 2.3.2 Increase the number of countries agreeing to pay postcheques in post offices.</p> <p>A 2.3.3 Assign a group of experts to study measures for improving the giro service.</p>	<p>Adm, POC</p> <p>Adm, POC</p> <p>POC</p>
	<p><i>A 2.4 Simplify the methods of exchanging money orders and giro cheques as well as cashing and payment procedures</i></p> <p>A 2.4.1 Conduct a study aimed at simplifying operating methods, cashing and payment procedures and methods for exchanging international money orders and giro cheques.</p>	<p>POC</p>
	<p><i>A 2.5 Simplify reciprocal methods of account billing and settlement</i></p> <p>A 2.5.1 Promote the use of the liaison giro account.</p> <p>A 2.5.2 Introduce the use of computers for issuing and verifying account statements, establishing and electronically transmitting monthly accounts and summary lists for money orders.</p>	<p>Adm, POC</p> <p>Adm, POC</p>
A 3 Establish the future configuration of the universal computerized network for electronic transmission of funds by the postal financial services	<p><i>A 3.1 Develop telematic applications for the transfer of postal financial services funds</i></p> <p>A 3.1.1 Promote the introduction, expansion and development of the electronic transfer system for postal financial funds worldwide in order to create a computerized international payments network with EUROGIRO as its linchpin.</p> <p>A 3.1.2 Evaluate the criteria for participation of postal financial institutions in the EUROGIRO system as well as costs and installation and participation charges and fees in relation to benefits.</p> <p>A 3.1.3 Encourage postal financial services capable of offering a transfer service to join the EUROGIRO system as users.</p> <p>A 3.1.4 Promote cashing of money orders and international exchange of money orders through the EUROGIRO network.</p> <p>A 3.1.5 Promote the implementation of a new concept of computerized payment network that would provide an inexpensive electronic system for transfer of instruments to postal financial institutions with a low volume of transactions and/or that do not have a data processing system.</p>	<p>Adm, POC</p> <p>Adm, POC</p> <p>POC</p> <p>Adm</p> <p>Adm, POC</p>
A 4 Implement programmes for quality control of the postal financial services	<p><i>A 4.1 Provide computerized control of the quality of transactions</i></p> <p>A 4.1.1 Support the introduction of the means of ensuring computerized control of on-line postal financial operations from the post offices and make advantageous use of the EUROGIRO system.</p> <p>A 4.1.2 Consider measures for establishing permanent quality control of postal financial services operations and in due course conduct studies for improving it.</p>	<p>Adm, POC</p> <p>Adm, POC</p>

Objectives	Projects/Actions/Activities	Responsibility
A 5 Intensify co-ordination, cooperation and collaboration between UPU member countries, postal financial institutions	<i>A 5.1 Continue the partnership in respect of conventional services on the basis of bilateral and multilateral agreements relating to postal financial services</i>	POC
	<i>A 5.1.1</i> Develop the exchange of information with administrations that provide these services on a bilateral (multilateral) basis only.	
	<i>A 5.2 Support contacts and cooperation between countries wishing to develop new postal financial services systems</i>	Adm, POC, RU POC, RU
	<i>A 5.2.1</i> Encourage technical exchanges in the postal financial services field.	
	<i>A 5.2.2</i> Establish permanent technical assistance cooperation programmes focussing on the establishment of postal financial services centres and the introduction of the money orders and giro services.	
Strategy	B. Adapt the postal financial services to market developments, customer needs, technological developments and means of communication in order to make them more profitable and competitive at international level	
B 1 Work out a better definition of the postal financial services market	<i>B 1.1 Achieve a better knowledge of the postal financial services market</i>	Adm, RU, POC
	<i>B 1.1.1</i> Conduct studies to define: <ul style="list-style-type: none"> – market structures and products to be developed; – customer groups, user requirements and degree of satisfaction; – competition: methods and market shares; – service trends and development potential. 	
	<i>B 1.1.2</i> Introduce customer relations programmes.	
B 2 Adapt the postal financial services to changing customer needs	<i>B 2.1 Expand and standardize the range of postal financial services/products at national and international level</i>	Adm, RU, POC
	<i>B 2.1.1</i> Take measures to ensure that the range of postal financial services/products is expanded in all countries to allow long-distance and direct-contact payments and to encourage the introduction of basic services to enhance the universal nature of the services available to customers.	
	<i>B 2.1.2</i> Develop postal financial services in response to specific customer needs, such as deposit of salaries, automatic debit transfers, automatic transactions by means of withdrawal cards at cash dispensers, savings bank book, automatic deposit of dividends, indemnities, etc.	Adm, POC
	<i>B 2.1.3</i> Ensure adequate promotion of traditional services and new postal financial payment products by implementing commercial marketing policies and using new technologies and procedures.	Adm, RU, POC
	<i>B 2.1.4</i> Urge administrations to take all necessary measures to adapt the postal financial services to commercial and technical developments.	POC
	<i>B 2.2 Facilitate inter-administration relations by adopting more flexible conditions for executing the services</i>	POC
	<i>B 2.2.1</i> Amend the provisions in effect within the framework of the study on recasting the Postal Financial Services Acts	
	<i>B 2.2.2</i> Adopt practical measures at bilateral level.	
	<i>B 2.3 Apply provisions between administrations calling for equitable, cost-related remuneration/compensation</i>	Adm, POC

Objectives	Projects/Actions/Activities	Responsibility
B 3 Ensure adequate management independence for postal financial services (postal financial institutions)	<i>B 3.1 Ensure that long-term corporate plans and policies have been worked out in respect of the development of the postal financial services</i>	Adm
	B 3.1.1 Prepare and implement plans setting out clearly-defined actions, complete with objectives, costs and quantified time frames to allow investments to be sought.	
B 4 Increase the role of the UPU in adapting the postal financial services to a new world	<i>B 4.1 Ensure implementation of the PFSAP in consideration of the authority granted and the means available</i>	POC, IB
	B 4.1.1 Allocate responsibilities and PFSAP operational and monitoring procedures between the permanent bodies of the UPU	
	B 4.1.2 Define practical measures and studies relating to implementation of the PFSAP	POC, IB
	B 4.1.3 Consult administrations about monitoring the execution of the PFSAP	POC
	B 4.1.4 Manage the financial resources allocated to PFSAP implementing and monitoring activities	

Resolution C 33/Beijing 1999

Extension of international postal financial services worldwide

Congress,

Noting

the results of implementation, from 1995 to 1999, of the Action Plan to energize the Postal Financial Services (PFSAP),

Noting

that according to the results of actions to encourage Union member countries to rally to the UPU Acts, 83 out of 189 Union member countries have not yet acceded to the Postal Financial Services Agreements,

Convinced

of the need to create a universal postal payment services network in order to serve postal customers better and to combat competition from commercial banks,

Renews

its invitation to postal administrations which have not yet acceded to the Postal Financial Services Agreements to introduce these services in their international postal exchanges,

Instructs

the International Bureau to continue the activities undertaken pursuant to 1994 Seoul Congress resolution C 61 by encouraging member countries which are not signatories of the Postal Financial Services Agreements to accede to them.

(Proposal 40. 0.3, Committee 5, first meeting)

Resolution C 34/Beijing 1999

Implementation from 1995 to 1999 of the Action Plan to Energize the Postal Financial Services (PFSAP)

Congress,

In view of

1994 Seoul Congress resolution C 61 about implementing the Action Plan to energize the Postal Financial Services,

Having noted

the Secretary-General's report on implementation from 1995 to 1999 of the Action Plan to energize the Postal Financial Services,

Noting

that various measures have been taken to facilitate fund transfer modernization, promote flexibility in exchanges and simplify reciprocal payment methods; that several studies have been carried out as part of implementing this programme between 1995 and 1999,

Aware of the fact

that several actions conducted between 1995 and 1999 have in particular helped to enhance the crucial importance of extending postal financial services as well as of encouraging several countries to set up safe, modern and economically viable financial services,

Notes

implementation of the various PFSAP projects,

Decides

- a to approve the Secretary-General's report on implementation from 1995 to 1999 of the Action Plan to energize the Postal Financial Services;
- b to finalize a new five-year postal financial services development programme;
- c to take back in this new programme the activities and certain relevant projects that feature in the PFSAP.

(Proposal 40. 0.2, Committee 5, 1st meeting)

Resolution C 38/Beijing 1999

Recasting the Postal Financial Services Acts

Congress,

In view of

1994 Seoul Congress resolution C 60 about continuing the recast of the Postal Financial Services Acts to provide a normative reference framework while simplifying to the maximum the prescribed procedures,

Having noted with satisfaction

the result of the study conducted jointly by the Council of Administration, the Postal Operations Council and the UPU International Bureau on recasting the Money Orders, Giro and Cash-on-Delivery Agreements and their Detailed Regulations,

Noting

that, in the course of this study, the CA and POC took the following decisions:

- a to merge the texts of the three Postal Financial Services Agreements put into effect following the 1994 Seoul Congress, namely:
 - the Money Orders Agreement,
 - the Giro Agreement,
 - the Cash-on-Delivery Agreement,into a single Postal Payment Services Agreement;
- b to regroup the provisions of the former UPU Acts on cash-on-delivery items and redistribute them between the texts of the Convention and of the new recast Postal Payment Services Agreement,

Bearing in mind the fact

that in the consultations ordered by the POC, all Union member countries had an opportunity to comment on the recast texts,

Aware of the fact

that Union member countries reacted positively, and even praised, the new presentation of the Acts,

Noting

that the new texts take account of the remarks made by the member countries,

Decides

to adopt, as a basis for discussions, the final drafts of the new Postal Financial Services Acts, ie:

- the Postal Payment Services Agreement (Congrès–Doc 41.Add 1);
- the Regulations of the Postal Payment Services Agreement (Congrès–Doc 41.Add 2),

Urges

member countries to sign the new Postal Payment Services Acts and apply them with a view to developing postal financial exchanges worldwide,

Invites

the Council of Administration together with the Postal Operations Council and the International Bureau to:

- i take action to encourage postal administrations to accede to the Postal Payment Services Acts;
- ii conduct a new study, as appropriate, on improving and adapting the provisions of these Acts to a new postal financial services environment.

(Proposal 40. 0.1, Committee 5, 2nd meeting)

Resolution C 39/Beijing 1999

Consultants' missions in the field to help Union member countries to introduce or develop the postal financial services

Congress,

In view of
the results of implementing, from 1995 to 1999, the Action Plan to energize the Postal Financial Services (PFSAP),

Bearing in mind
the positive experience with missions in the field conducted between 1998 and 1999 to facilitate the creation of postal financial services in a certain number of developing countries,

Recognizing
that assistance provided in the field is the best way of guaranteeing the efficiency of work on setting up or developing postal payment services,

Convinced
of the need to boost assistance in support of developing the postal financial services,

Recommends

that the Postal Operations Council continue and develop work on organizing missions in the field to facilitate the setting up and development of postal financial services in member countries that so wish,

Approves

the credit ceiling, set at 200 000 CHF per year from 1999 to 2005, needed to carry out these activities,

Urges

- Union member countries to cooperate fully on any project designed to promote the setting up of the postal financial services and to derive maximum benefit from the actions undertaken;
- member countries and the Restricted Unions to give active support to operations instituted within the framework of mission projects in the field.

(Proposal 40. 0.4, Committee 5, 2nd meeting)

Recommendation C 40/Beijing 1999

Participation in UPU work of new financial entities operating on the postal payment services market

(For text, see page 45.)

Resolution C 41/Beijing 1999**UPU action to extend electronic systems for cross-border transactions and postal payment service fund transfers**

Congress,

In view of

1994 Seoul Congress resolution C 61 about implementing the Action Plan to energize the Postal Financial Services,

Aware

of the importance of promoting the development of the computerized payment network providing member countries with a low transaction volume with a reasonably priced electronic system for fund and payment order transfer through the exchange of computerized messages,

Considering

that electronic transaction of orders and payment orders (money orders, transfers, etc) helps to improve operational efficiency and the quality of conventional postal financial services and to increase the number of transactions, as well as to facilitate the extension of existing products and the creation of new ones,

Noting

- a the setting up within the UPU of a secure, reasonably priced system for exchanging electronic money orders via the POST*Net computerized network;
- b the encouraging results of the operation and development of a "Eurogiro" electronic fund transfer network created in 1992 by the postal financial institutions of the European countries,

Taking into account

the results of electronic money-order exchanges between the United States of America and Mexico within the framework of the UPU system,

Invites

the postal administrations of member countries that operate the postal financial services to participate actively in the projects to set up systems for the transfer of electronic fund messages (money orders, transfers, etc),

Instructs

the Postal Operations Council:

- to study the aspects of interconnection between the various computerized networks used for fund transfer (POST*Net, Eurogiro, SWIFT);
- to strengthen and expand technical cooperation and exchanges between the managers of different teletransmission systems for postal financial services data, including money orders;
- to draw up policy and guidelines for extending electronic message networks for fund transfer at world level;
- to encourage member countries operating conventional postal financial services to use the new technologies and electronic system applications for their transactions;
- to establish standards and operational procedures to promote the introduction of computerized fund transfer systems,

Instructs

the International Bureau to give full support to the development and application by postal administrations of electronic message systems for transferring funds and postal payment orders (money orders, transfers, etc), as well as to provide for, publish and update publications about these new products/services.

(Proposal 40. 0.6, Committee 5, 2nd meeting)

Resolution C 42/Beijing 1999**Postal Financial Services development action plan POST*SERFIN 2000–2004**

Congress,

In view of

the important statements made during its Expanded Debate on the Postal Financial Services on 25 August 1999, the theme of which was "POSTAL FINANCIAL SERVICES – DEVELOPMENT STRATEGY UP TO THE YEAR 2005",

Aware

of the social and commercial importance, at international level, of setting up a progressive, operational universal network of postal financial payment systems and services,

Having noted

the encouraging results of implementation, from 1995 to 1999, of several projects within the framework of the Action Plan to energize the Postal Financial Services (PFSAP),

Noting

that the international postal financial services are neither sufficiently developed, nor provided in all UPU member countries,

Considering

- the overriding importance of the introduction of such services, at both domestic and international level, in each UPU member country;
- the development of telematic applications for transferring funds and payment orders and the introduction of computerized systems as essential conditions for the competitiveness and effectiveness of postal financial services;
- the greater need to improve the quality of conventional postal payment services;
- the benefits which operation by the Post of such services can offer, both as regards the revenue expected from postal financial exchanges and customer satisfaction;
- the changing economic environment, tending towards globalization and liberalization, of the postal payment services markets, involving the need to adapt postal financial services,

Noting

the need to continue UPU work on developing the postal financial services worldwide,

Decides

to implement the "POST*SERFIN 2000–2004" action plan so as to adapt the development of postal financial services to the changing environment, in particular through the following main activities:

- make postal administrations more aware of the importance of setting up postal financial services;
- extend electronic transfers of funds and payment orders;

- provide member countries with the information needed to reform the postal financial services and with support to enable them to make the legislative adjustments essential for ensuring better development of such services;
- promote the introduction and development of postal savings services in Union member countries;
- expand the range of products on offer, introducing new, fast and modern services on the payments market;
- set standards and implement quality testing of postal payment services;
- provide technical and financial assistance to help member countries to set up the postal financial services;
- simplify operational procedures and reciprocal regulations;
- encourage technical and information exchanges;
- institute within the UPU a forum to promote effective cooperation on and coordinate active participation in the Union's work by national and international financial institutions working with the Post,

Instructs

- the Postal Operations Council to take the necessary measures to ensure the implementation, monitoring and application of the "POST*SERFIN 2000-2004" action plan by determining the most appropriate tactics based on the activities decided on;
- the International Bureau to monitor this work and to propose to the Postal Operations Council any changes deemed necessary to this action plan.

(Proposal 40. 0.7/Rev 1, Committee 5, 2nd meeting)

2.7 Postal Strategy

Resolution C 5/Washington 1989

Permanent control of the quality of service worldwide

(For the text, see page 35.)

Resolution C 22/Washington 1989

Permanent project to safeguard and enhance the quality of and to modernize the international postal service

(For the text, see page 36.)

Recommendation C 78/Washington 1989

Reserving terminal dues revenue for the purpose of improving the quality of the postal service

(For the text, see page 162.)

Resolution C 60/Beijing 1999

Formation of a Strategic Planning Working Party

(For the text, see page 37.)

Resolution C 103/Beijing 1999

Beijing Postal Strategy

(For the text, see page 38.)

Resolution C 112/Beijing 1999

Proposals referred to the POC

(For the text, see page 57.)

3 UPU bodies

3.1 General

Resolution C 4/Washington 1989

Committee to coordinate the work of the Union's permanent bodies

Congress,

In view of

- decision CE 11/1986 through which the Executive Council decided to establish a Coordination Committee made up of the Chairman of the EC, the Chairman of the CCPS and the Secretary-General of those two bodies;
- the new policies being adopted by the Union,

Considering

the usefulness of the role played by the Coordination Committee established to follow up and coordinate the work concerning the Declaration of Hamburg,

Aware of

the need to strengthen cooperation among the UPU's permanent bodies,

Decides

- to give a permanent character to the Coordination Committee;
- to instruct that Committee to ensure permanent consultation between the Executive Council, the Consultative Council for Postal Studies and the International Bureau.

(Proposal 012, 10th plenary meeting; Congress – Doc 78.1, 14th meeting)

Recommendation C 58/Seoul 1994

Organization of UPU conferences and meetings

Congress,

In view of

the report submitted by the Executive Council on the management of the Union's work,

Aware

of the need to identify opportunities for streamlining the work that may help in introducing more up-to-date management at the International Bureau,

Recalling

that the conference and meeting services are among the main products offered by the International Bureau,

Mindful

that a detailed analysis of the tasks entrusted to the International Bureau would enable part of the capacities of its staff to be released for use on more operational activities,

Recommends

the various bodies of the Union to consider:

- i the desirability of limiting the holding of meetings to those that are really essential, by assessing their effectiveness (cost/benefit);
- ii the usefulness of giving preference to holding smaller meetings, restricted to specialists, when the subjects are technical;
- iii the desirability of holding as many meetings as possible at UPU headquarters, with a view to savings in respect of secretariat travel costs;
- iv the need to avoid altering the timetables of meetings at a late stage in order to avoid having to pay interpreters who have already been engaged compensation for cancellation of contracts.

(Proposal 024, Committee 3, 6th meeting)

Resolution C 73/Seoul 1994**Coordination Committee for the Permanent Bodies of the Union**

Congress,

In view of

resolution C 4/Washington 1989 concerning the Committee to coordinate the work of the Union's permanent bodies,

Bearing in mind

the work that the Coordination Committee has accomplished since the last Congress,

Recognizing

- a that the Committee is a coordination body within the Union, made up of the Chairman of the Council of Administration, the Chairman of the Postal Operations Council and the Director-General of the International Bureau;
- b that the Committee is convened by the Chairman of the Council of Administration and that it must normally meet on the occasion of the annual sessions of the two Councils and when the need arises,

Taking into account

that the Executive Council has recommended the introduction of a system of strategic planning which will improve the coordination and planning of the Union's activities,

Considering

that it is necessary to review the status, the functions and the work method of the Committee, in the light of the new strategic planning process,

Decides

- i to lay down the function of the Coordination Committee for the Permanent Bodies of the Union as follows:
 - to contribute to the coordination of the work of the permanent bodies of the Union;
 - to meet, when needed, in order to discuss important questions relating to the Union and the international postal service;

- to provide the Union's bodies with an evaluation of such questions and the implications for their work;
 - to ensure the proper implementation of the strategic planning process so that all decisions on the Union's activities are taken by the appropriate bodies in accordance with their responsibilities as specified in the Acts;
- ii to instruct the Council of Administration, in collaboration with the Postal Operations Council and the International Bureau, to review further, within the future study on improving the management of the Union's work, both the role and functions of the Coordination Committee and its relationship with the strategic planning process.

(Proposal 041/Rev 2, Committee 3, 8th meeting)

Resolution C 75/Seoul 1994

Institutionalization of a high-level meeting between Congresses

Congress,

In view of
the results of the extraordinary high-level meeting held in 1992,

Aware
of the need to cope with the rapidly changing postal environment and to monitor the implementation of postal strategies adopted at the previous Congress and to discuss the future direction to be taken to make the international postal services successful,

Invites

the Council of Administration, in consultation with the Postal Operations Council and the International Bureau, to consider the usefulness of holding a high-level meeting, in principle, in the third year following the Congress, attended by high-level officials.

(Proposal 042, Committee 3, 7th meeting)

Resolution C 43/Beijing 1999

Future organization of UPU standardization activities

(For the text, see page 109.)

Resolution C 52/Beijing 1999

Future organization of the telematics activities

Congress,

Recalling
the Seoul Congress resolution C 27 on the Union's activities in the field of EDI, 1995–1999,

In view of
the Postal Operations Council report on the activities undertaken within the UPU in the field of telematics (Congrès–Doc 25),

Aware
of the strategic importance of the UPU telematics project for all Union member countries,

Noting
that a Telematics Cooperative has been established within the POC with the aim of developing synergies between Posts and stimulating the development of the postal service through the use of modern technologies,

Considering
the significant number of postal operators that have willingly joined the Telematics Cooperative,

Recognizing
the achievements of the Telematics Cooperative to date and its efforts aimed at improving and developing the postal service (Congrès–Doc 76),

Convinced
that the Telematics Cooperative will make it possible to speed up considerably the introduction of telematics and other technologies designed to improve communications between Posts, to reduce the technology gap between them and with other market players, to raise the quality of the global postal service and facilitate the expansion of current services and the development of new ones,

Charges

the Telematics Cooperative, under the Postal Operations Council:

- to assume competence for all strategic, operational, technical and economic matters concerning telematics, having authority to make and amend telematics recommendations and operational standards for telematics activities;
- to present an annual report to the Postal Operations Council and to the Council of Administration where appropriate,

Further charges

the Postal Operations Council to present a report to the next Congress on the progress of the telematics activities and their financing,

Instructs

the International Bureau:

- to maintain the Postal Technology Centre as a service provider with responsibility for carrying out the implementation of the strategies approved by Congress and by the Telematics Cooperative in the field of telematics and technology;
- to continue to promote the Telematics Cooperative activities and encourage postal operators to join it and to contribute actively to its activities.

(Proposal 048/Rev 1, Committee 6, 3rd meeting)

Resolution C 60/Beijing 1999

Formation of a Strategic Planning Working Party

(For the text, see page 37.)

Resolution C 83/Beijing 1999

New structure for EMS

(For the text, see page 178.)

Resolution C 107/Beijing 1999

Regulatory bodies – Mission, functions and structural relations with the operators working in the postal sector

Congress,

Noting

- a that various countries have undertaken postal reform and have separated regulatory and operational functions;
- b that various other countries are interested in receiving more information about this;
- c that, for all countries, it would be useful to get a clear picture of the current situation in the different parts of the world;
- d that, with respect to the UPU, there is a tendency towards separating regulatory and operational functions,

Instructs

- the Council of Administration to conduct a study, in cooperation with the International Bureau, in order to get a clear picture of the current situation in the different countries regarding the separation between regulatory and operational functions, and of the mission and the functions of regulatory bodies, of the schedule of their basic structure, as well as of the way their relationships with the operators working in the postal sector are structured;
- the Council of Administration to take that study into consideration when drafting further proposals on a tendency to separate regulatory and operational functions of the UPU;
- the International Bureau to come to an agreement with the Restricted Unions on their participation in this study.

(Proposal 061/Rev 1, Committee 3, 6th meeting)

Resolution C 109/Beijing 1999

Management of the Union's work

(For the text, see page 47.)

Resolution C 110/Beijing 1999

Continuation after the Beijing Congress of the study on the mission, structure and management of the Union's work

(For the text, see page 49.)

Resolution C 111/1999

High Level Strategy Conference. "World Postal Policy Forum" to discuss postal sector policy and strategy in a changing environment

(For the text, see page 50.)

3.2 Congress**Formal opinion C 34/Tokyo 1969****Election of the Doyen of Congress**

Congress expresses the formal opinion that article 6 of the Rules of Procedure of Congresses should be applied so as to make provision for the geographical regions which have not yet had the honour of having a Doyen elected from among the nations of the countries belonging to those regions.

(Documents of the 1969 Tokyo Congress – volume II: pages 1109, 1368)

Resolution C 3/Lausanne 1974**Participation by national liberation movements in the meetings of the UPU**

(For the text, see page 32.)

Decision C 92/Lausanne 1974**Representation of the Organization of African Unity (OAU)**

(For the text, see page 33.)

Resolution C 7/Rio de Janeiro 1979**Participation by the League of Arab States in the meetings of the UPU**

(For the text, see page 34.)

Decision C 48/Washington 1989**Institution of a general debate**

Congress

Decides

- to provide, within the framework of the proceedings of each Congress, for the holding of a general debate on one or more topical questions concerning the Post;
- that, at the end of this debate, a resolution shall be adopted laying down general policies for the next five-year period,

Instructs

the Executive Council to choose the topic or topics for this debate in consideration of the concerns of the majority of the postal administrations and to make the necessary arrangements to ensure that the debate takes place under the most effective conditions,

Further instructs

the International Bureau to organize the debate in cooperation with the host country of Congress.

(Proposal 011, 10th plenary meeting; Congress – Doc 78.1, 14th meeting)

Decision C 85/Beijing 1999**Venue of the 23rd Universal Postal Congress**

Congress,

Decides

to accept the invitation of the Government of the Republic of Côte d'Ivoire to host the 23rd Congress in that country in 2004.

(Congrès–Doc 66, 7th plenary meeting)

Decision C 104/Beijing 1999**Entry into force of the Acts of the 1999 Beijing Congress**

(For the text, see page 55.)

3.3 Executive Council (EC)/Council of Administration (CA)

Decision C 92/Lausanne 1974

Representation of the Organization of African Unity (OAU)

(For the text, see page 33.)

Resolution C 7/Rio de Janeiro 1979

Participation by the League of Arab States in the meetings of the UPU

(For the text, see page 34.)

Decision C 18/Seoul 1994

Number of geographical groups for the distribution of Council of Administration seats

Congress

Decides

to refer to the Council of Administration for study proposal 05/Rev 1 concerning the number of geographical groups for the distribution of Council of Administration seats.

(Proposal 05/Rev 1, Committee 3, 2nd meeting)

Resolution C 19/Seoul 1994

Distribution of Council of Administration seats

Congress,

Having approved
article 102 of the General Regulations, which lays down the composition of the Council of Administration,

Decides

- i to distribute the seats of that Council among the various geographical groups in the following manner:

Western hemisphere	8 seats
Eastern Europe and Northern Asia	5 seats
Western Europe	6 seats
Asia and Oceania	10 seats
Africa	11 seats

plus one seat for the chairmanship of the host country of Congress. If that country waives that right, the geographical group to which it belongs shall have an additional seat, in accordance with article 102, paragraph 2, of the General Regulations;

- ii to abrogate resolution C 11/Lausanne 1974.

(Proposal 15. 102.5/Rev 1, Committee 3, 2nd meeting)

3.4 Consultative Council for Postal Studies (CCPS)/Postal Operations Council (POC)

Decision C 92/Lausanne 1974

Representation of the Organization of African Unity (OAU)

(For the text, see page 33.)

Resolution C 7/Rio de Janeiro 1979

Participation by the League of Arab States in the meetings of the UPU

(For the text, see page 34.)

Resolution C 5/Beijing 1999

Composition of the Postal Operations Council

Congress,

Recalling

resolution C 30/1994 adopted by the Seoul Congress which specified the qualified geographical distribution of seats for the election of Postal Operations Council members, as provided for in article 104, paragraph 2, of the General Regulations,

Considering

the revision of article 104, paragraph 2, of the General Regulations fixing the percentage of Postal Operations Council members to be renewed at each Congress at one third at least,

Bearing in mind

the Secretary-General's report on the system for electing Postal Operations Council member countries in order to comply with the need to renew at least one third of the members of this Council,

Decides that

- i under the qualified geographical distribution mentioned in article 104, paragraph 2, of the General Regulations, 60 percent of the Council of Administration seats allocated to each group will be reserved for the same group in the Postal Operations Council. The distribution of seats reserved by geographical distribution in the Postal Operations Council will therefore be as follows:

Number of POC seats reserved by geographical distribution

Group	CA	60% of CA (rounded off to the next higher unit)	Minimum guaranteed to developing countries
1 Western Hemisphere	8	5	(3)
2 Eastern Europe and Northern Asia	5	3	(3)
3 Western Europe	6	4	(0)
4 Southern Asia and Oceania	10	6	(3)
5 Africa	11	7	(7)
Total number of seats reserved by geographical distribution	40	25	(16)

- ii the criteria defined for the election of Postal Operations Council members shall be applied in the following order, still on the basis of ranking in descending order of votes obtained and as necessary, drawing lots to decide between countries that received the same number of votes:
- the need to renew at least one third of the members;
 - distribution among the 24 developing countries and the 16 developed ones;
 - geographical distribution, by allocating to each geographical group the number of seats reserved;
- iii Seoul Congress resolution C 30/1994 is abrogated;
- iv this resolution shall come into immediate effect.

(Proposal 09, Committee 3, 1st meeting)

Resolution C 112/Beijing 1999

Proposals referred to the POC

(For the text, see page 57.)

3.5 International Bureau

3.5.1 Staff

Resolution C 17/Ottawa 1957

Relief Fund^{1 2}

The Universal Postal Congress of Ottawa,

Having regard to

- the report of the Director of the International Bureau on the finances of the Union; and
- the report of its Finance Committee,

Agrees

to the creation of a new Relief Fund in favour of the staff of the International Bureau to be supplied from monies accruing to the Union by virtue of the Agreement between the Directorate of the Swiss postal administration and the Director of the International Bureau concerning the issue of Swiss postage stamps for the use of the International Bureau of the Universal Postal Union, and

Charges

the Executive and Liaison Committee³ to adopt the statutory provisions concerning the use of the monies of this Fund.

(French Documents of the 1957 Ottawa Congress – volume II: pages 68, 1152 to 1155)

¹ Financial Regulations, art 23.

² Present name: Social Fund for the staff of the International Bureau.

³ New name: Council of Administration.

Resolution C 9/Vienna 1964

Provident Scheme of the Universal Postal Union

Congress,

Considering

- i that since 1 January 1964, the Pension Fund, created in accordance with the decision of the Congress of Paris 1878, has been replaced by the "Provident Scheme of the Universal Postal Union";
- ii that by reason of the new method of financing this Scheme through periodic contributions payable by the members of the said Scheme and by the Union, it is necessary to change the form of guarantee instituted by different Congresses and in particular by the Congress of Ottawa 1957 in the decision appearing under b of the resolution relating to the Pension Fund (Congress of Ottawa – Doc 2/Rev/Annex 4),

In view of

- the proposals presented by the Director of the International Bureau in the report on the finances of the Union prepared for Congress (Congress – Doc 2/Rev); and
- the report of its Finance Committee,

Confirms

the decision taken in 1963 by the Executive and Liaison Committee¹, namely that "The Union grants the following guarantees to the Provident Scheme:

- a guarantee of a rate of interest corresponding to the technical rate on the whole of the actuarial reserve of the Provident Scheme;
- b cover, by means of appropriate payments, of any technical deficit in the Provident Scheme",

Charges

the Director of the International Bureau if need be to provide in the ordinary budget of the Union, after taking the advice of the Executive Council, for the sums that would be required:

- a if the yield on the funds of the Provident Scheme is not likely to reach the amount corresponding to the technical interest on the whole of the actuarial reserve;
- b in order to amortize in an appropriate way any technical deficit in the Provident Scheme.

(French Documents of the 1964 Vienna Congress – volume II: pages 715 to 724, 797)

¹ See resolution CEL 1/1963; decision CEL 1/1964.

Resolution C 51/Rio de Janeiro 1979

Conditions of service of elected officials

Congress,

In view of

the decision of the 1974 Lausanne Congress to the effect that the Director-General and Deputy Director-General of the International Bureau shall be elected by Congress for the period between two successive Congresses, the minimum duration of their term of office being five years (General Regulations of the Universal Postal Union, article 108, paragraph 1),

In view also of

the competence of the Executive Council to ensure:

- the continuity of the Union's work in accordance with the provisions of the Acts of the Union (Constitution of the Universal Postal Union, article 17, paragraph 1), and
- control of the activities of the International Bureau (General Regulations, article 102, paragraph 6, j)¹,

Taking into account

resolution C 35 of the 1969 Tokyo Congress, whereby the Executive Council was authorized to lay down, in Staff Regulations of the International Bureau, the conditions of service of all staff members of the Bureau, in the light of the principles and practice followed by the other specialized agencies,

Bearing in mind

the practical need for that competence to be retained in respect of the Director-General and Deputy Director-General as well,

In consideration of
resolution CE 2/1973, replaced by resolution CE 1/1977, concerning the conditions of service of
the elected officials (Director-General and Deputy Director-General) of the International Bureau,

Decides

- i that the Executive Council shall be authorized to lay down, in a resolution, the remuneration and other conditions of service of the elected officials, in the light of the principles adopted in the United Nations common system and taking into account the practice followed in the other specialized agencies;
- ii that after their election by Congress, the Director-General and Deputy Director-General shall receive a letter of appointment, signed by the Chairman of Congress, stating the duration of their term of office and specifying their remuneration and other conditions of service in accordance with the Executive Council resolution mentioned in paragraph 1 above;
- iii that in the case mentioned in article 108, paragraph 4, of the UPU General Regulations, the letter of appointment of the Deputy Director-General elected by the Executive Council for the period extending up to the following Congress shall be signed by the Chairman of the Executive Council.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1264, 1399, 1764)

¹ Gen Regs (Seoul 1994), art 102, para 6.11.

Resolution C 52/Rio de Janeiro 1979

Retirement pensions of elected officials

Congress,

In view of
the decision taken by the 17th Congress (Lausanne 1974) to elect the Director-General and Deputy Director-General of the International Bureau for a five-year term of office, renewable once only (article 108, paragraph 1, of the General Regulations of the Universal Postal Union),

Aware
of the social security problems resulting therefrom for these two senior officials on the expiration of their term of office,

Bearing in mind
the fact that the International Bureau Staff Regulations and Rules do not apply to them and that their conditions of service are regulated separately, as the United Nations common system covers only the grades up to D 2 (Assistant Director-General),

Decides, with immediate effect,

to guarantee those elected officials (Director-General and Deputy Director-General) who have not completed five years' service at the International Bureau at the beginning of their term of office a retirement pension of 20 percent of the final average remuneration after five years' service at the International Bureau, increased by two percent for each additional year of service, this pension to serve also as the basis for calculating survivors' pensions. The difference between the amount of the pension actually paid to the elected officials and that of the pension to which they would be entitled under the Regulations of the UPU Provident Scheme shall be chargeable to the Union's budget.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1264, 1399 to 1401, 1764)

Decision C 56/Beijing 1999**Election of the Director-General and Deputy Director-General of the International Bureau of the Universal Postal Union**

Congress,

In view of
article 109, paragraph 1, of the General Regulations,

Re-elects

- Mr Thomas E Leavey (United States of America) to the post of Director-General of the International Bureau;
- Mr Moussibahou Mazou (Rep of the Congo) to the post of Deputy Director-General of the International Bureau.

This decision takes effect on 1 January 2000.

(Congress–Doc 52, 6th plenary meeting)

3.5.2 Documentation and publications**Resolution C 7/Ottawa 1957****"Union Postale"**¹

With a view to furthering the exchange of experience and scientific, technical and economic progress in postal communications, and in order increasingly to improve international cooperation and relations between all the member countries of the Union in this field, Congress charges the International Bureau to see that more space in the journal "Union Postale" is devoted to present-day postal problems in connection with experiments, scientific and technical progress in various countries, mechanization and automation of production processes and basic postal economic problems, and to include in the journal extracts from specialist literature, book reviews, reviews of handbooks and other publications.

It appeals for the cooperation of the administrations of the Union, to the Consultative Committee for Postal Studies² and to the Executive and Liaison Committee³ to this end.

(French Documents of the 1957 Ottawa Congress – volume II: pages 64, 395, 396)

¹ See also decisions CE 10/1968, CE 11/1973, CE 25/1976, CE 19/1981, CE 15/1987, CE 17/1987, CE 19/1987 and CE 29/1991.

² New name: Postal Operations Council.

³ New name: Council of Administration.

Recommendation C 4/Vienna 1964**Periodicals sent to the International Bureau by administrations**

Postal administrations are invited to send with the periodicals which they send to the International Bureau a translation in French or, failing that, in one of the other languages used for the journal "Union Postale", of the table of contents and, if possible, of a summary of the articles which they consider important.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 808, 994, 1368)

Recommendation C 8/Vienna 1964**List of documents published by the International Bureau**

It is desirable that the International Bureau should draw up at the beginning of each year the list of all the documents published during the past year in order that administrations may order those which they lack.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 1018, 1372)

Resolution C 32/Tokyo 1969**Preparation of documents published by the International Bureau¹**

Congress,

In view of
report A/6343 of the Ad Hoc Committee of Experts for Examining the Finances of the UN and the Specialized Agencies and in particular, the recommendation attached hereto appearing in paragraph 104, f, of the said report,

In view of
resolution No 9 formulated by the Executive Council during its 1966 session (Compendium of resolutions and decisions of the Executive Council, 1966), recommending that reports and documents of any kind should be written as briefly and concisely as possible,

Noting
that measures had been taken by the Executive Council to rationalize several compendiums published by the International Bureau and to replace the minutes by simple reports (Congress – Doc 9, paragraph 32),

Considering nonetheless,
that the volume of documentation placed at the disposal of the administrations make it difficult to consider it in a thorough manner, particularly with regard to administrations which do not have specialized personnel,

Requests

the Director-General of the International Bureau to take the necessary steps so that:

- i the documents he publishes are prepared in a manner conforming to resolution No 9/1966 of the Executive Council;
- ii these documents will include only the data essential for comprehension of the problem in question, excluding in particular the background material which, in most cases, could be replaced by simple references,

Instructs

the Executive Council to see to the application of these recommendations.

(Documents of the 1969 Tokyo Congress – volume II: page 1137)

¹ See resolution CE 6/1970 and decision CE 25/1971.

Annex to resolution C 32

Recommendations of the Ad Hoc Committee

Para 104 – The Committee recommends:

.....

f Member countries of the UN or members of the specialized agencies should be urged to spare no effort considerably to reduce their requests for documents for all conferences, *so that those documents may be submitted at the most appropriate time, in a concise form and in the most economical manner, thus avoiding all superfluous expense ...*

Resolution C 1/Lausanne 1974

Publication of the Resolutions and decisions other than those amending the Acts (recommendations, formal opinions, etc) adopted by Congress

(For the text, see page 52.)

Resolution C 78/Seoul 1994

Information management as a UPU strategic activity

Congress,

Having taken note
of the Secretary-General's report on information management as a UPU strategic activity
(Congress – Doc 71),

Decides

- to recognize information management, and more specifically computerized information management, as a strategic activity of the UPU;
- to take note of the progress made in connection with establishment of the data base for the benefit of postal administrations and the International Bureau.

(Committee 3, 8th meeting)

Resolution C 35/Beijing 1999**Publication of list of compendia in UPU Manuals**

Congress,

Aware

that the information in the compendia on postal services published by the International Bureau is of critical importance to postal administrations in the operation of these services,

Considering

that there is no UPU publication currently available which describes the status and content of these compendia and their updates,

Taking account

of the fact that the new presentation, in the form of manuals, of the provisions of the Convention, the Agreements and their respective Regulations adopted by the Seoul Congress, allows for frequent communication of changes in these provisions to postal administrations,

Instructs

- the International Bureau to publish, in the above-mentioned manuals, comprehensive information about the content of UPU compendia that have a bearing on the provisions of the UPU Convention and the Postal Payment Services Agreement and their respective Regulations, which would include a list of the compendia in question, a general description of their contents and information about their updates;
- the Postal Operations Council to define which of the publications in the Letter Post Regulations are considered to be compendia containing information necessary for the operation of international postal services by UPU member countries and to consider assigning form numbers to these compendia.

(Proposal 20. 0.18, Committee 4, 1st meeting)

Decision C 62/Beijing 1999**Publication of the Multilingual Vocabulary of the International Postal Service with definitions of the terms in French and English**

(For the text, see page 115.)

4 Finance

Formal opinion C 20/Tokyo 1969

Contributions to the UPU Special Fund

Congress,

Recognizing
the insufficiency of the credits allocated to postal administrations from the UNDP funds,

Considering
that the UNDP should remain the main source of finance for technical cooperation activities,

Considering nevertheless
the interest which the UPU Special Fund, maintained by voluntary contributions, has for the developing countries,

Expresses the formal opinion

that such gestures of generosity should become more numerous and frequent in the future so that the Union can have its own five-year technical cooperation programme.

(Documents of the 1969 Tokyo Congress – volume II: pages 1109, 1278)

Recommendation C 36/Hamburg 1984

Clearing up of arrears by means of the International Bureau's clearing system

Congress,

Having taken note
of the result of the study undertaken on arrears of contributions pursuant to resolution C 89 of the 1979 Rio de Janeiro Congress,

Bearing in mind
that some member countries are having serious difficulties in paying off their arrears of contributions to the UPU by the usual methods,

In view of
the role of clearing house conferred on the International Bureau for the liquidation of accounts of all kinds (General Regulations, article 113, paragraph 5; Detailed Regulations of the Convention, article 101, paragraph 3),

Considering
that the International Bureau prepares the annual general liquidation account of transit charges and surface-mail terminal dues,

Urgently invites

member countries which experience major difficulties in paying off their arrears of contributions to the Universal Postal Union to have recourse to the International Bureau's clearing system used

for transit charges and surface-mail terminal dues¹, by assigning to the Union the credit balance to which they would be entitled under the general liquidation account prepared in this connection by the International Bureau,

Requests

member countries entered as debtors of the member countries in question in the general liquidation account of transit charges and terminal dues to agree to such a clearing procedure and to remit the sums agreed to the International Bureau as soon as possible.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 314, 315, 624)

¹ The general liquidation account has been expanded.

Resolution C 61/Washington 1989

Clearing up of accounts of all kinds in arrears

Congress,

In view of
the statement of accounts in arrears,

Considering
that it is in the interests of the Union and its member countries to put the Union's finances in order,

Urges

member countries which have accounts in arrears to make every effort to settle them as soon as possible and reminds them in this connection that they may make use of the International Bureau's clearing system in accordance with recommendation C 36 of the 1984 Hamburg Congress,

Informs

member countries which have large accounts in arrears that they may be placed in a lower contribution class than their normal one during the repayment period if they undertake to pay off their debts to the Union in accordance with a schedule approved by the Executive Council,

Decides

to transfer to a special account debtors covered by an individual agreement on the lines mentioned above,

Instructs

the Director-General of the International Bureau to negotiate with the countries having the biggest arrears draft agreements which will be submitted to the Executive Council for approval,

Instructs

the Executive Council to approve such amortization schedules as are negotiated by the International Bureau with countries having large accounts in arrears taking into account both the economic situation of the countries concerned and the interests of the Union,

Invites

the Executive Council:

- i to take all relevant measures to facilitate the application of this resolution;
- ii to report to the next Congress on the results obtained by this resolution.

(Proposal 04, Committee 3, 6th meeting; Congress – Doc 78.2, 14th meeting)

Resolution C 22/Seoul 1994**Financing of UPU technical assistance activities**

Congress,

In view of

the reports presented by the Executive Council on financing technical assistance activities,

Aware

of the fact that, while being an essential source of finance for the UPU technical assistance programme, the UNDP provides fewer and fewer possibilities for the postal sector, both because of the reduction in the financial capability of that body and because of the change in the statutory relations between national Posts and governments,

Bearing in mind

the growing priority needs of the developing countries,

Concerned

by the fact that the additional resources available under the head of the UPU to cover aid needs not met by the UNDP are still inadequate despite the efforts made by certain donor countries,

Taking account

of the need to help the developing countries to implement the objectives, programmes and projects identified as having priority within the framework of the UPU Strategic Plan and the guideline document produced by the Seoul General Debate,

Decides

- i to concentrate resources on the countries for which aid is necessary;
- ii to give priority to implementation of the objectives of the 1995–1999 Strategic Plan and to provide appropriate financial resources for that purpose;
- iii to offset the inflation recorded since the 1989 Washington Congress by setting the budgetary credit earmarked for technical assistance at 2 290 000 Swiss francs in 1996, this amount to be adjusted annually in accordance with the same rate of inflation as that taken into consideration in adjusting the budget of the Union,

Recommends

- i to countries benefiting from the aid:
 - a that they stand, depending on the resources available to them, some of the costs relating to technical assistance activities, in line with UNDP practice (cost-sharing);

- b that they pay 25 to 50 percent, depending on their resources, of the cost of multi-year integrated projects implemented for their benefit out of UPU resources;
- ii to all countries:
 - a that they participate on a multi-year basis in maintaining the UPU Special Fund through voluntary contributions, the amount of which needs to be increased to meet increasing requirements, particularly in training;
 - b that they redouble efforts to persuade their governmental authorities to increase the resources allocated to technical assistance so that they have funds to help improve the postal services of the developing countries, either direct or through the UPU;
 - c that they use the inter-administration partnership system to transfer technology on pre-arranged financing terms and applying the so-called "Build – Lease – Transfer" method,

Instructs

the Director-General of the International Bureau:

- i to make full use of the facilities offered by decentralization to increase consciousness-raising activities among donors and backers for postal services modernization projects in developing countries;
- ii to make approaches to donors and backers with a view to increasing financial resources for UPU technical assistance activities;
- iii to focus budgetary resources allocated to technical assistance on objectives, programmes and projects promoting implementation of priority activities identified in the UPU Strategic Plan;
- iv to encourage efforts by administrations wishing to put the partnership concept into practice within the framework of technology transfer in the postal field.

(Proposal 035, Committee 9, 3rd meeting)

Resolution C 27/Seoul 1994

UPU activities in the field of EDI, 1995–1999

(For the text, see page 90.)

Decision C 90/Seoul 1994

Billing date for contributions

Congress

Authorizes

the International Bureau to submit, in June of each year, the bill for the contribution based on the budget of the preceding financial year taking into account the inflation rate set by the Consultative Committee on Administrative Questions of the United Nations common system, it being understood that the bill could be adjusted at the conclusion of the autumn Council of Administration.

(Congress – Doc 19, Committee 2, 3rd meeting)

Resolution C 91/Seoul 1994

Financing the priority activities of the Union

(For the text, see page 42.)

Resolution C 96/Seoul 1994

Principle of zero real growth in budget matters

Congress,

Noting
that adherence to the principle of "zero real growth" in the Union's budget has helped maintain strong budgetary discipline and has limited the financial burden on member countries of financing the budget through their unit contribution,

Aware
that there is now a desire among member countries to undertake new postal development activities within the UPU,

Accepts
a degree of flexibility in the establishment of the ceilings which have been approved by Congress,

Requests

the Council of Administration to continue the existing practice of adhering to zero real growth principles in the budget whenever possible,

Urges

the Council of Administration and the Postal Operations Council to explore new avenues for financing the diversification and development of the Union's activities.

(Congress – Doc 83, 15th plenary meeting)

Resolution C 28/Beijing 1999

Financing the activities of the Universal Postal Union

Congress,

Considering
that the Universal Postal Union pursues a wide range of activities of value to the full membership, as well as a more limited number of activities pursued on a voluntary basis by smaller groups of members,

Recognizing
that there is a further distinction between UPU activities of a mandatory nature fulfilling universal service obligations to be financed by mandatory government contributions and UPU activities of a

commercial nature which may be optional and not subject to mandatory financing by governments,

Acknowledging

that members may wish to approve new activities of either sort in the future,

Taking into account

that the current financing system allows for costs to be shared between all members using the approved scale of assessments for activities which involve the full membership, as well as for cost sharing on a voluntary basis for activities which a limited subset of members wish to pursue,

Resolves

that each proposal for new activities in the future specify whether the activity is:

- a of general value to members, and thus in principle to be financed from assessed member contributions after the approval of the Programme and Budget;
- b of interest to a subset of members, and in principle to be financed as agreed by those countries and organizations undertaking the voluntary activity.

(Proposal 019, Committee 3, 3rd meeting)

Resolution C 57/Beijing 1999

Period covered by the financial decisions taken by the Beijing Congress

Congress,

Having considered

chapter 3 of the Director-General's report on the finances of the Union (Congrès-Doc 20),

In view of the fact

that the financial resources must be allocated on the basis of the Programme and Budget stemming from the Beijing Postal Strategy covering the period from 2000 to 2004,

Having noted

that the draft budget for the year 2000 had to be submitted to the February 1999 session of the Council of Administration before the corresponding Programme and Budget was available,

Wishing

to put an end to this situation by ensuring that the periods covered by the decisions taken by Congress are in future in line with those covered by the Union's strategic plans,

Decides

- i that the Beijing financial system shall cover the period of execution of the Strategic Plan 2000-2004;
- ii to keep unchanged the budget for the year 2000 drawn up in February 1999, as well as the corresponding contribution units.

(Congrès-Doc 20, Committee 2, 2nd meeting)

Resolution C 58/Beijing 1999

Introduction of a biennial budget cycle from the year 2001

Congress,

Having considered
chapter 3 of the Director-General's report on the finances of the Union (Congrès–Doc 20),

Considering
that the present annual budget cycle forms too rigid a framework for execution of the tasks defined in the Union's strategic plan in that it causes not inconsiderable administrative costs,

Noting
that all the other specialized agencies in the United Nations system have introduced a two-year budget system,

Decides

- i to introduce a biennial budget cycle from the year 2001;
- ii to instruct the Council of Administration and the International Bureau to make the necessary amendments to the Financial Regulations and the Rules of Financial Management;
- iii to request the External Auditor to conduct a satisfactory number of interim audits;
- iv to instruct the Council of Administration to study the compatibility of the two-year financial period with the strategic plan cycle and to submit a proposal thereon to the next Congress.

(Congrès–Doc 20, Committee 2, 2nd meeting)

Resolution C 59/Beijing 1999

Setting of expenditure ceilings by Congress

Congress,

Having considered
chapter 3 of the Director-General's report on the finances of the Union (Congrès–Doc 20),

In view of the fact
that the financial resources must be allocated on the basis of the Programme and Budget stemming from the Beijing Postal Strategy covering the period from 2000 to 2004,

Considering
that the expenditure ceilings for the five years covering the period from 2000 to 2004, to be inserted in article 125.1 of the General Regulations, should be set on the basis of the estimates contained in the Programme and Budget,

Instructs

the Council of Administration to carry out a study on the usefulness of Congresses setting expenditure ceilings.

(Congrès–Doc 20, Committee 2, 2nd meeting)

Resolution C 72/Beijing 1999**Approval of the Universal Postal Union's accounts for 1994–1998**

Congress,

In view of

- a the Director-General's report on the finances of the Union (Congrès–Doc 20);
- b the report of its Finance Committee (Congrès–Doc 83),

Approves

the accounts of the Universal Postal Union for 1994–1998.

(Congrès–Doc 20, Committee 2, 2nd meeting)

Resolution C 73/Beijing 1999**Aid provided by the Government of the Swiss Confederation in the field of the Union's finances**

Congress,

Having considered

the report submitted by the Director-General on the Union's finances (Congrès–Doc 20),

Expresses

its gratitude to the Government of the Swiss Confederation:

- i for the generous aid it provides to the Union in the field of finance by supervising the keeping of the International Bureau accounts and by acting as external auditor of the Union's accounts;
- ii for its willingness to cover temporary financing shortfalls by making the necessary short-term advances, on conditions which are to be fixed by mutual agreement.

(Congrès–Doc 20, Committee 2, 2nd meeting)

5 Technical cooperation

5.1 General

Resolution C 22/Seoul 1994

Financing of UPU technical assistance activities

(For the text, see page 229.)

Resolution C 8/Beijing 1999

UPU action for the least developed countries (LDCs)

Congress,

In view of
the report presented by the Council of Administration on the subject of UPU action for the least developed countries (LDCs),

Considering
United Nations General Assembly resolution 45/206 on the Paris Declaration and the Programme of Action for the Least Developed Countries for the 1990s,

Noting
the conclusions and recommendations adopted at the High-level intergovernmental meeting on the mid-term review of implementation of the Programme of Action, held in New York in September/October 1995,

Confirming
the importance of the economic and social role of the Post for the sustained development of the LDCs,

Taking note of
the continuing inadequacies of the Post in most of these countries,

Bearing in mind
the urgent need to significantly improve the management of postal services and to strengthen the performance and operation of the postal network in the LDCs,

Decides

to define the least developed countries as the priority group benefiting from UPU assistance,

Invites

- the least developed countries to marshal all the human, financial and material resources available at national level and obtain the greatest possible benefit from the assistance provided to them in the postal sector,
- the Restricted Unions to coordinate their actions with the UPU to intensify the assistance provided to the LDCs,

Instructs

the Council of Administration to:

- take the necessary measures for the Union to provide development aid to the postal services of the LDCs;
- devote to the LDCs as large a portion as possible of UPU resources;
- continue to follow the development of the general situation of the Post in the LDCs and to submit a report thereon to the next Congress,

Also instructs

the Director-General of the International Bureau to:

- continue paying priority attention to the needs of the postal services of the LDCs;
- bear in mind as a priority the specific needs of these countries in UPU technical assistance actions in the framework of the objectives of the Strategic Plan for 2000–2004.

(Proposal 010, Committee 8, 1st meeting)

Resolution C 11/Beijing 1999**Technical cooperation among developing countries (TCDC)**

Congress,

In view of

the Council of Administration report on technical cooperation among developing countries (TCDC),

Recalling

ECOSOC resolution 1992/41, calling upon all partners concerned to give first consideration to TCDC when selecting the modality of execution of their programmes,

Considering

resolution 50/119 of the General Assembly of the United Nations, dated 20 December 1995, on economic cooperation among developing countries and technical cooperation among developing countries, which included new guidelines for TCDC,

Noting

the findings drawn from the inquiry amongst Union member countries and the Restricted Unions on promotion of TCDC by the Union,

Also noting

the efforts made by the International Bureau and the UPU Regional Advisers to promote exchanges of TCDC, notably with a view to supporting restructuring and postal reform,

Invites

- the governments and postal administrations of the developing countries to step up their efforts to mobilize the necessary resources, in particular by establishing contacts with those national institutions responsible for TCDC that supply funds for projects on behalf of third countries, and by creating an environment conducive to widespread use of TCDC;
- the Restricted Unions to include questions relating to the promotion, mobilization of resources and practical application of TCDC on the agenda of their meetings;
- the administrations of industrialized countries to continue to strengthen the national and multinational institutions of developing countries wishing to play a role in the implementation of activities relating to TCDC,

Instructs

the UPU Council of Administration to provide the necessary guidance and take the initiatives required to promote TCDC,

Also instructs

the Director-General of the International Bureau:

- to continue to promote TCDC by identifying and facilitating the exchange of information on highly topical issues, in conjunction with the relevant bodies within the United Nations system, including the UNDP;
- to ensure, with the systematic support of the Regional Advisers and in close collaboration with the Restricted Unions, that concrete actions are implemented in fields most appropriate to the application of TCDC;
- to assess the impact of TCDC on the range and quality of all technical cooperation activities, and to report on this to the relevant bodies of the Union.

(Proposal 011, Committee 8, 1st meeting)

Resolution C 17/Beijing 1999**Human resource development and training**

Congress,

In view of
the report submitted by the Council of Administration on human resource development (Congrès-Doc 49),

Noting
the major structural and technological changes that have occurred in the sector and their effects on the organization and management of postal services,

Aware
of the need to have competent postal staff capable of facing developments in the environment in which the Post operates,

Convinced
that staff training and qualifications remain the best means of making postal administrations more competitive and efficient,

Bearing in mind
the proven effectiveness of the TRAINPOST system in developing skills and designing training programmes tailored to countries' needs and the value of this system for cooperation and exchanges between countries and its effects on the quality of the international service,

Convinced
of the need to strengthen the spirit of cooperation within the UPU through the TRAINPOST network, to introduce new training technologies in order to modernize management methods and make training more effective,

Calls on

postal administrations, particularly those of the developing countries, to continue to strengthen national or inter-country institutions by giving them the human and financial means necessary to

introduce and/or develop new training technologies in order to modernize management methods and make training more effective,

Instructs

the relevant UPU bodies to give the necessary guidelines and take the requisite steps to put the TRAINPOST system into general use,

Also instructs

the Director-General of the International Bureau to:

- take the necessary measures to help member countries to modernize and develop human resource management systems in line with the new organizational forms;
- promote training and further training of management staff and continue bringing the TRAINPOST system into general use;
- carry out a feasibility study of the conditions for and advisability of introducing computer-assisted distance learning (CAL) and virtual training.

(Proposal 013, Committee 8, 2nd meeting)

Resolution C 25/Beijing 1999

PDAG work plan 2000–2004

Congress,

Taking account

of Executive Council resolution 34/1991 establishing the Postal Development Action Group (PDAG) and its overall responsibilities, and of the general guidelines provided by the Washington General Action Plan and the Seoul Postal Strategy, and the continuing work of the PDAG to expand the amount of resources available for postal development and reform projects,

Having considered

the Postal Operations Council report on the activities of the PDAG for 1995–1999 (Congrès–Doc 23),

Aware

of the fact that postal development and reform has become the primary means of transforming postal administrations into postal businesses capable of providing high quality, competitive products and services while achieving financial equilibrium,

Noting

that the scope and extent of postal development and reform projects needed to transform postal administrations into postal businesses require capital resources that are not readily available in the postal world,

Having observed

that multilateral investors such as the World Bank and the regional development banks/ institutions are a potential source of such capital resources and that postal services access to multilateral investors requires the prior approval and support of their governments,

Approves

- the work done by the PDAG since the Seoul Congress, especially where this has resulted in the general increase in the amount of resources devoted to postal development and reform by multilateral lenders;
- the continuing effort to increase the amount and different sources of this support,

Decides

to adopt the Postal Development Action Group Plan for 2000–2004.

(Proposal 01/Rev 1, Committee 8, 3rd meeting)

Annex

PDAG work plan 2000–2004**Strategy 1 – Facilitate access to outside funding resources****Description**

Many postal administrations have decided to acquire outside resources for their development plans. However, they frequently are not aware of the types of resources that are appropriate for their specific development plans, nor are they familiar with the processes involved in accessing these resources. These administrations can also use assistance in developing the rationale and documentation needed to convince government ministries and potential financial backers of the viability of their development plans. This strategy is designed to assist postal administrations that have demonstrated a determination to follow through on the steps necessary to acquire outside funding, in particular multilateral lending institutions, and to facilitate their contacts with the intermediate and final sources of this funding.

Activities

- 1 Work with the postal administrations to identify the sources of funding which are most appropriate for their development plans.
- 2 Determine which parties need to be involved in planning and initiating postal reform projects (eg, regulators, relevant ministries, local representatives of multilateral lending institutions, etc).
- 3 Identify opportunities where postal administrations, the relevant ministries and potential sources of development resources can be brought into direct contact to discuss potential development and reform projects (eg, supervisory ministerial meetings and conferences).
- 4 Assist postal administrations in preparing a "business case" for postal development based on increased profitability, improved service, greater market share, or other performance targets.
- 5 Facilitate postal administrations' contact with government ministries charged with coordinating national development plans and for interaction with multilateral lending institutions.
- 6 Work with the Regional Advisers to maximize UPU resources dedicated to completing this strategy.

Strategy 2 – Expand internal and external awareness concerning the benefits of postal reform projects and the potential for utilizing outside resources to support these projects**Description**

A wide variety of outside resources and potential investors are available for postal development. These include loans and grants from multilateral lenders (eg, World Bank), loans from private banks and other providers "up-front funding" from private and postal sources through "build-operate-transfer" and other leasing arrangements, bilateral assistance and cooperation, etc. Many of the institutions which control these resources have not traditionally considered postal reform projects as viable candidates for investment. They are similarly unaware of the support which an efficient postal service can provide for building stronger national economies. Conversely, many postal administrations are not aware of the full range of these resources nor are they familiar with procedures for accessing them. The purpose of this strategy is to close this information "gap" so that the postal sector becomes a viable candidate for investment on an equal footing with other public service sectors.

External activities (with ministries, lending institutions, etc):

- 1 Demonstrate that efficient postal services are a critical infrastructure component in the development of national economies and that they provide valuable support for the growth of small- to medium-sized businesses (eg, through direct mail advertising), financial services, etc.
- 2 Publicize the unique strengths associated with national postal services (eg, comprehensive delivery networks).
- 3 Make promotional visits to multilateral institutions and other potential sources of funding to ensure that they are aware of how postal development fits within their development priorities.
- 4 Expand the pool of resources available for postal development by contacting as many new potential sources of funding as possible.
- 5 Conduct joint projects (eg, conferences, studies, pilot projects) with institutions which coordinate national and international economic development activities (eg, the United Nations Commission for Trade and Development (UNCTAD)).

Internal activities (with postal administrations, Regional advisers, etc):

- 1 Provide postal administrations with the information they need to make informed decisions concerning reform and funding options and the responsibilities (eg, loan "preconditions", etc) associated with each of these options.
- 2 Indicate which of these resources are most appropriate for different types of postal development projects.
- 3 Document this information and distribute it to postal administrations through the International Bureau.
- 4 Attend supervisory ministers' conferences and other events where development priorities are discussed. Promote postal reform through presentations and individual meetings at these conferences.
- 5 Provide technical expertise to the World Bank and regional development banks/ institutions to assist them in appraising potential postal development and reform projects.
- 6 Increase the amount of outside resources available for postal development and reform, both in terms of overall funding and in terms of the range of funding mechanisms that are available to posts.

Strategy 3 – Post implementation review

Description

The use of outside resources funding to promote postal development and reform has a limited history. In fact, multilateral lending institutions and other sources have been funding postal development and reform for less than five years and, to date, there are only a limited number of cases on which to evaluate this approach to postal improvement. The postal sector, moreover, is just beginning to develop standard methodologies and business case "models" for use in approaching these sources of funding. Criteria should be developed to measure the success of the processes being used to approach outside lenders and to indicate how these can be improved.

Activities

Evaluate the contribution of the PDAG to the postal development process (Strategies 1 and 2) both in terms of gaining more participation by non-postal entities and in terms of raising new funding for postal development:

- 1 Adjust the PDAG process and activities if necessary.
- 2 Assess the coordination between the UPU Regional Advisers and the PDAG and determine if there are more effective ways for the Advisers to contribute to postal development effort.
- 3 Conduct workshops with the Regional Advisers to develop effective channels of interaction.
- 4 Review successful cases of postal development and reform and promote these "success stories" as part of Strategies 1 and 2.
- 5 Develop benchmarks and "best practices" for postal development by flowcharting the essential elements of this process.
- 6 Based on completed projects develop models that postal administrations can use to develop business cases that are convincing for their governments and multilateral lenders.

Resolution C 26/Beijing 1999

UPU technical assistance priorities and action principles for 2000–2004

Congress,

In view of

the reports presented by the Council of Administration on UPU technical assistance,

Aware

of the importance and urgency for the developing countries to continue efforts to modernize their postal services which are currently operating in a difficult economic climate,

Convinced

of the need for the UPU:

- a to increase its aid to the developing countries by stepping up its technical assistance actions in areas regarded as having priority, particularly to promote implementation of the activities identified in the Strategic Plan;
- b to concentrate its aid on a limited number of countries for which aid is vital and urgent,

Concerned

to guarantee that technical assistance is even more effective thanks to contractual arrangements made between the Union and the beneficiary countries,

Convinced

of the need to include UPU aid within the general framework of United Nations strategy and within that of the United Nations Development Programme, while giving preference to implementation of the objectives of the UPU Strategic Plan,

Decides

- i to define the 48 least developed countries (LDCs) as a priority group for the UPU's technical cooperation activities;
- ii to also give priority to countries which find themselves in special situations (as a result of natural disasters or armed conflicts);
- iii to give priority support to activities undertaken by developing countries (DCs) to implement the objectives of the Beijing Postal Strategy, particularly those relating to:
 - guaranteeing a universal postal service;
 - improving the infrastructure of the Post through institutional restructuring;
 - improving quality of service in the international postal network;
 - identifying markets and creating new postal products in order to better serve customer needs;
 - developing cooperation with other partners,

Instructs

the Council of Administration:

- i to direct UPU technical assistance actions on the basis of the priorities established with regard to the beneficiary countries and objectives described above;
- ii to programme UPU technical assistance actions by including them in coherent development programmes put into effect by the beneficiary countries;
- iii to ensure that the following action principles are applied:
 - make the countries benefiting from the aid aware of the need for a close relationship between their national programme and postal sector objectives;
 - prepare a special programme for the least developed countries in which other countries could take part in well-defined cases;
 - take steps to ensure realistic and effective decentralization of technical assistance activities;
 - encourage efforts aimed at increasing technical cooperation among developing countries;
 - maintain and improve the system of development contracts concluded in the form of multi-year integrated projects financed within the framework of the UPU's own resources;
 - ensure that the UPU's technical assistance partners contribute towards setting up efficient machinery for coordinating and marshalling resources;
 - continue to strengthen project evaluation and follow-up as well as the monitoring of projects' real impact on the operation of the services;
 - increase existing lines of cooperation between the UPU and the Restricted Unions in the spirit of the agreements concluded with those regional organizations;
 - maintain and develop relations with the UN Regional Economic Commissions;
 - keep postal administrations informed about the sources of funding for technical assistance, other than those of the UPU and the UNDP, as well as about the procedures for obtaining funds from these sources,

Assigns

the Director-General of the International Bureau the task of making every effort to ensure proper implementation of the activities identified within the framework of the priority objectives and action principles drawn up by Congress and in accordance with the directives given by the Council of Administration.

(Proposal 012, Committee 8, 3rd meeting)

Resolution C 27/Beijing 1999

Financing of UPU technical assistance activities

Congress,

In view of
the report presented by the Council of Administration on financing technical assistance activities,

Aware
of the fact that, while being an essential source of finance for the UPU technical assistance programme, the UNDP provides fewer and fewer possibilities for the postal sector, both because of the reduction in the financial capability of that body and because of the change in the statutory relations between national Posts and governments,

Bearing in mind
the growing priority needs of the developing countries,

Concerned
by the fact that the additional resources available under the head of the UPU to cover aid needs not met by the UNDP are still inadequate despite the efforts made by certain donor countries,

Taking account
of the need to help the developing countries to implement the strategies and tactics identified as having priority within the framework of the UPU Strategic Plan (Beijing Postal Strategy),

Decides

- i to concentrate resources on the countries for which aid is necessary;
- ii to give priority to implementation of the objectives of the 2000–2004 Strategic Plan and to provide appropriate financial resources for that purpose;
- iii to offset the inflation recorded since the 1994 Seoul Congress by setting the budgetary credit earmarked for technical assistance at 2 600 000 Swiss francs in 2001, this amount to be adjusted annually in accordance with the same rate of inflation as that taken into consideration in adjusting the budget of the Union,

Recommends

- i to countries benefiting from the aid:
 - a that they stand, depending on the resources available to them, some of the costs relating to technical assistance activities, in line with UNDP practice (cost-sharing);
 - b that they pay 25 to 50%, depending on their resources, of the cost of multi-year integrated projects implemented for their benefit out of UPU resources;
- ii to all countries:
 - a that they participate on a multi-year basis in maintaining the UPU Special Fund through voluntary contributions, the amount of which needs to be increased to meet increasing requirements, particularly in training;
 - b that they redouble efforts to persuade their governmental authorities to increase the resources allocated to technical assistance so that they have funds to help improve the postal services of the developing countries, either direct or through the UPU;
 - c that they use the inter-administration partnership system to transfer technology on pre-arranged financing terms and applying the so-called "Build – Lease – Transfer" method,

Instructs

the Director-General of the International Bureau:

- i to make full use of the facilities offered by decentralization to increase consciousness-raising activities among donors and backers for postal services modernization projects in developing countries;
- ii to make approaches to donors and backers with a view to increasing financial resources for UPU technical assistance activities;
- iii to focus budgetary resources allocated to technical assistance on strategies and tactics identified as priorities in the UPU Strategic Plan;
- iv to encourage efforts by administrations wishing to put the partnership concept into practice within the framework of technology transfer in the postal field.

(Proposal 025, Committee 8, 3rd meeting)

Resolution C 30/Beijing 1999**Maintaining the UPU presence in the field**

Congress,

In view of

the report submitted by the Council of Administration on the UPU presence in the field with regard to technical assistance (Congrès-Doc 50),

Noting

that the 1997 Council of Administration has considered the report on the external evaluation of the results of the system and has agreed to the continuation of these activities,

Considering

that the great majority of the countries that participated in the survey conducted by the International Bureau in 1998 relating to the evaluation of the implementation of the system of the UPU presence in the field also favoured maintaining this system, which has proved its worth amongst postal administrations,

Noting

that the situation of the postal sector in a fairly large number of Union member countries has made significant progress,

Aware

- that the financing of the presence in the field accounts for a very high proportion of the resources entered in article 17 of the Union Budget, relating to the financing of technical cooperation;
- of the need to increase UPU aid in the first instance to least-developed countries (LDCs) and to countries in special situations as a result of armed conflict or natural disasters,

Convinced

that the Regional Advisers should also play a dynamic role in helping developing countries to implement the objectives and activities of the UPU Strategic Plan 2000–2004 and the Beijing Postal Strategy,

Instructs

the Director-General of the International Bureau:

- to make a call for applications for Regional Advisers' posts, for the following geographical areas:
 - a two posts in Africa;
 - b one post in the Americas;
 - c one post in Asia and the Pacific;
 - d one post in Europe and the CIS;
 - e one post for the Arab countries;
 - f one post for the Caribbean;
- to seek additional means of financing the missions of Regional Advisers;
 - a from the UNDP within the framework of the support cost arrangements;
 - b under the Union budget funds allocated for implementation of the various strategies and tactics of the Strategic Plan 2000–2004 coming within the purview of the permanent bodies, in particular by assigning to the Regional Advisers execution of certain operational missions,
 - c from the postal administrations of Union member countries, by inviting them to stand some of the Regional Advisers' living costs in the countries;
- to take the necessary measures to obtain the financial participation of industrialized countries wishing to contribute to technical assistance activities for the benefit of the developing countries affected by Regional Adviser redeployment measures¹,

Launches an appeal

to the industrialized countries to pay special attention to the technical assistance activities conducted under the mandate assigned to the Regional Advisers,

Also instructs

the Council of Administration to:

- provide the necessary guidance with a view to making the UPU presence in the field as effective as possible;
- allocate the appropriate additional financial resources.

(Proposal 028/Rev 2, Committee 8, 3rd meeting)

Resolution C 39/Beijing 1999**Consultants' missions in the field to help Union member countries to introduce or develop the postal financial services**

(For the text, see page 205.)

¹ A number of industrialized countries and a Restricted Union have already pledged additional contributions to finance Regional Advisers' activities.

Resolution C 66/Beijing 1999

Priority action plan for the development of marketing in countries with least experience

(For the text, see page 119.)

Decision C 114/Beijing 1999

Improving the delivery of Technical Cooperation

Congress,

Accepting
proposal 051 in principle,

Considering
the need to conduct a study in greater depth on how the principles and procedures contained in that proposal could be applied to the management of technical cooperation in the UPU,

Further considering
the importance of applying the suggested procedures flexibly and pragmatically in a way that would take account of the concerns of developing countries in the case of small-scale projects,

Decides

to refer proposal 051 to the Council of Administration and the Postal Operations Council for an in-depth study of the issues presented in it.

(Proposal 051, Committee 8, 3rd meeting)

6 External relations

6.1 Restricted Unions

Resolution C 38/Lausanne 1974

Relations between the UPU and the Restricted Unions

Congress,

In view of
article 8 of the Constitution, which authorizes the establishment of Restricted Unions within the
framework of the Universal Postal Union,

Aware
of the important contribution which the Restricted Unions make to the development of the postal
services and the desire which they have to ease the work of the UPU in their region and to ensure
its success,

Wishing
for ever fuller and more fruitful cooperation to develop between the UPU and the Restricted
Unions, while observing the spirit and the letter of article 1 of the Constitution of the Universal
Postal Union,

Notes

the measures and decisions taken by the Executive Council with a view to developing and
extending relations between the UPU and the Restricted Unions (resolution CE 5/1972 and deci-
sion CE 17/1972),

*Asks the Restricted Unions and instructs the Executive Council, the Consultative Council for Postal
Studies and the International Bureau*

to take, within the framework of their competence, any measures which seem desirable to them
for achieving this aim and which are compatible with the Acts of the Union and the decisions of
the Executive Council, and

Wishes

more particularly that steps be taken to clarify and strengthen the role of the Restricted Unions in
the field of technical assistance, in the light especially of the procedures established by the United
Nations Development Programme.

(Documents of the 1974 Lausanne Congress – volume II: pages 989, 1242)

6.2 United Nations (UN)

Decision C 1/Paris 1947

Agreement between the UN and the UPU. Interpretation¹

The minutes of the discussions with the Negotiations Committee of the United Nations are official and are the authentic text for future interpretations.

(French Documents of the 1947 Paris Congress – volume II: pages 437, 1108)

¹ Const, art 9.

Decision C 2/Paris 1947

Agreement between the UN and the UPU. Article IV – Recommendations of the UN¹

The United Nations specified that in all cases UPU members to which recommendations were sent would always be free to accept them or refuse them, since they were only recommendations. The Universal Postal Union, its Bureau or any directing body of the Union do not have to intervene in any problem of sanctions.

(French Documents of the 1947 Paris Congress – volume II: pages 432, 454, 1108)

¹ Const, art 9.

Decision C 3/Paris 1947

Agreement between the UN and the UPU. Article XVI – Revision¹

The expression "revision" may be considered as including the possibility of abrogation since it is possible to revise an agreement to such an extent that nothing or very little of it remains.

(French Documents of the 1947 Paris Congress – volume II: pages 440, 441, 1108)

¹ Const, art 9.

Resolution C 2/Brussels 1952

United Nations postal administration^{1 2}

The XIIIth Congress of the Universal Postal Union,

Having noted

the letter and memorandum of the Secretary-General of the United Nations concerning the United Nations postal administration,

- i Recognizes, as regards postal matters, the establishment of a United Nations postal administration, in conformity with the provisions of the resolution of the General Assembly of the United Nations of 16 November 1950 (p 454, vol V) and the agreement concluded between the postal administration of the United Nations and the United States of America;
- ii Notes with satisfaction that the Secretary-General is prepared to make a declaration undertaking to respect the provisions of the Convention of the Universal Postal Union as well as the Regulations applicable to the postal operations of the United Nations;
- iii Notes that the postal administration of the United Nations is an administrative unit of the United Nations Secretariat, placed under the authority of the Secretary-General, and, consequently, bears in mind that the United Nations, as regards postal and all other matters shall be represented at the Congresses and Conferences of the Union in accordance with the provisions of article II of the Agreement concerning relations between the United Nations and the Universal Postal Union;
- iv Expresses its general agreement with the suggestion of the Administrative Committee on Coordination that the United Nations should act on behalf of the specialized agencies in respect of all subsequent postal activity;
- v Recommends to the member countries of the Universal Postal Union that all subsequent postal activity envisaged by the United Nations or by a specialized agency be subject to consultation with the UPU through the intermediary of Congress or of the Executive and Liaison Committee³ and that after such consultation no agreement be concluded without a favourable recommendation by the United Nations General Assembly.

(French Documents of the 1952 Brussels Congress – volume II: pages 96 to 103, 142, 379, 1351)

¹ Const, art 9.

² See resolutions CEL 1/1951 and CE 8/1968.

³ Present name: Council of Administration.

Resolution C 26/Tokyo 1969

Application of the Declaration on the Granting of Independence to Colonial Countries and Peoples – Implementation of resolutions 2311 (XXII), 2426 and 2465 (XXIII) of the UN General Assembly and 1450 (XLVII) of the UN Economic and Social Council¹

Congress,

In view of

article IV of the Agreement between the United Nations and the Universal Postal Union,

Recalling

- United Nations General Assembly resolution 1514 (XV) of 14 December 1960; and
- resolutions 2311 (XXII), 2426 and 2465 (XXIII) submitted to the Executive Council in 1968 and 1969,

Having examined

- a Congress – Doc 2/Add 1;
- b Economic and Social Council resolution 1450 (XLVII) of 13 August 1969, and in particular its operative paragraphs 3 to 7,

Instructs the Director-General of the International Bureau

- i to collaborate fully with the United Nations High Commissioner for Refugees (UNHCR), especially:
 - by giving opinions and possibly approaching member countries of the Union to ensure that they furnish, if possible, postal technical aid to the representatives of the High Commissioner;
 - by promoting the participation in the vocational training courses sponsored by the UPU of refugees holding fellowships made available by the UNDP or other organizations;
- ii to consider with the United Nations Secretary-General other measures which could be taken by the headquarters of the Union under the Acts of the Universal Postal Union to secure implementation of General Assembly resolutions 2311 (XXII), 2426 and 2465 (XXIII), or other similar resolutions;
- iii to report to the Executive Council on the measures he has been able to take with regard to subparagraphs i and ii, above,

Invites the member countries of the Union

- a to respond whenever possible to the appeals contained in the above-mentioned General Assembly resolutions;
- b to assist the Director-General, at his request, in supplying the aid mentioned in subparagraph i of the present resolution,

Further charges the Director-General of the International Bureau

to communicate the text of the present resolution to the United Nations Secretary-General, the Directors and Secretaries-General of the specialized agencies and the International Atomic Energy Agency, the United Nations High Commissioner for Refugees and the members of the Universal Postal Union.

(Documents of the 1969 Tokyo Congress – volume II: page 987)

¹ See resolutions CE 2/1970, 20/1971, 1/1972, 1/1973 and decision CE 5/1971.

Decision C 56/Seoul 1994

Relations with the United Nations and other international organizations

Congress

Notes

the Director-General's report on relations with the United Nations and other international organizations,

Invites

the Director-General of the International Bureau to:

- maintain and intensify relations with the United Nations and other international organizations;
- continue to follow the development of the questions outlined in his report;
- take whatever action he deems necessary in the interests of the Union and its members, subject to any instructions from the Council of Administration;
- to report to the Council of Administration every year to an appropriate extent.

(Congress – Doc 24, 10th plenary meeting)

Decision C 57/Seoul 1994**Implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples**

Congress

Notes

- the Director-General's report on implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples;
- the efforts made by the UPU to aid refugees and non-self-governing territories as well as the newly independent countries and the least developed countries (LDCs);

Decides

to step up efforts to the extent of its possibilities and available resources to increase assistance to these countries, adapting its activities to changes in the situation in the regions concerned and as part of a coordinated action plan.

(Congress – Doc 25, 10th plenary meeting)

Decision C 88/Beijing 1999**Relations with the United Nations and other international organizations**

Congress,

Takes note

of the Director-General's report on relations with the United Nations and other international organizations,

Invites

The Director-General of the International Bureau to:

- maintain and strengthen cooperation with the UN, the specialized agencies and other international organizations, especially in the areas of particular concern to the UPU, namely information, communication, transport and international commerce;

- continue to follow the development of the outcome of major international conferences, held under UN auspices, on the issues of economic and social development and in other sectors likely to engage the attention of the UPU;
- take the initiatives and measures he deems advisable or necessary to increase UPU participation in the work of the various UN bodies and in those of other international organizations;
- report to the Council of Administration every year in an appropriate form;
- inform the next Universal Postal Congress, by means of a report, of all such relations during the period 1999 to 2004.

(Congress–Doc 26, 6th plenary meeting)

6.3 Specialized agencies

Decision C 2/Ottawa 1957

Perishable biological substances. Cooperation with WHO

(For the text, see page 61.)

6.4 Other organizations

Formal opinion C 40/Hamburg 1984

Customs treatment of postal items: International Convention on the Simplification and Harmonization of Customs Procedures (Kyoto Convention)

(For the text, see page 79.)

Resolution C 20/Seoul 1994

Reconstitution of the Publishers–UPU Contact Committee

(For the text, see page 89.)

Resolution C 71/Seoul 1994

Reconstitution of the Private Operators–UPU Contact Committee

(For the text, see page 94.)

Resolution C 9/Beijing 1999**International law in the field of trade in services. WTO–UPU memorandum of understanding on cooperation**

(For the text, see page 98.)

Resolution C 12/Beijing 1999**Reconstitution of the WCO–UPU (World Customs Organization–Universal Postal Union) Contact Committee**

(For the text, see page 100.)

6.5 Public information**Recommendation C 13/Ottawa 1957****International Letter-writing Week¹**

The XIVth Congress of the Universal Postal Union urges all member countries of the Union to consider the possibility of making the week in which 9 October falls International Letter-writing week. It expressed the formal opinion that the United Nations and specialized agencies, whose aims and objects coincide with those to be achieved by the said International Week, should assist effectively in introducing it.

(French Documents of the 1957 Ottawa Congress – volume II: pages 66, 309)

¹ See recommendation C 5/Vienna 1964; resolution C 11/Tokyo 1969; resolution C 32/Hamburg 1984.

Recommendation C 5/Vienna 1964**International Letter-writing Week¹**

In view of the importance of International Letter-writing Week and of the success it meets with, it is suggested that all member countries of the Union should choose the same day as the first day of the week in question, namely, the Sunday beginning the week in which 9 October falls.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 1074, 1340)

¹ See recommendation C 13/Ottawa 1957; resolution C 11/Tokyo 1969; resolution C 32/Hamburg 1984.

Resolution C 11/Tokyo 1969**General policy on public information¹**

Congress,

In view of
the important part played by postal services in cultural, economic and social development,

Bearing in mind

- a the coordination to be instituted among the specialized agencies of the United Nations family;
- b the contribution which the postal administrations of member countries will be able to make towards the attainment of the objectives in view by offering the services of their own publicity media, whereby the cost of the information activities will be reduced,

Decides

that the Universal Postal Union's public information programme will be aimed at making known, internationally and nationally, through measures carried out in concert with postal administrations:

- a the importance of postal services for the cultural, economic and social development of peoples;
- b the action undertaken with regard to the organization, mechanization and automation of services and the resulting benefits to users;
- c the work and achievements of the UPU and its contribution towards international technical cooperation,

Recommends

UPU member countries:

- a to take advantage of every opportunity, in particular "International Letter-writing Week", to make postal users better acquainted with the Union's aims and with the results already achieved;
- b to observe 9 October each year as "UPU Day" ²;
- c to contribute to the implementation of the information programme by putting the services of their publicity media at the Union's disposal;
- d to place more emphasis on publicizing the international postal service at the national level,

Instructs

the Executive Council to ensure that the resources to be devoted annually, within the ceiling imposed by Congress, to UPU public information activities are determined in the light of:

- a the essentially operational character of the Union's activities, most of which are undertaken by the member countries;
- b the manifest publicity value of efficient international postal services;
- c the primary need to publicize the international postal services at the national level,

and to ensure that any such resources are expended in the most efficient and economical manner.

(Documents of the 1969 Tokyo Congress – volume II: pages 1111, 1368)

¹ See decision CE 28/1971; recommendations C 13/Ottawa 1957 and C 5/Vienna 1964, resolution C 101/Rio de Janeiro 1979.

² "UPU Day" has been renamed "World Post Day" (resolution C 32/Hamburg 1984).

Formal opinion C 67/Tokyo 1969

Letter-writing competition for young people¹

Giving children the habit of writing is considered very useful in that it develops the delicacy of their thought, improves their style and incidentally contributes to the use of the postal services. To that end, the Japanese administration holds a letter-writing competition for young people every year and thus obtains the desired results.

As the UPU already organizes International Letter-writing Week, it is desirable that it should also lay on periodically an international letter-writing competition. In that way the UPU, whose mission is to promote cooperation between the various countries in the cultural, social and economic fields, could contribute further to the strengthening of international links.

As regards the concrete arrangements, we think such a competition could be organized as follows:

- i only young people of not more than fifteen would be eligible;
- ii the letters (of approximately 1000 words) would be written in their mother tongue;
- iii each administration would select what it considered the best letter of all those it received and, after it had been translated into French, would send it to the International Bureau of the UPU;
- iv the Bureau, in cooperation with a competent body, would study the letters submitted to it and choose ten for publication in "Union Postale". Also, sumptuous albums containing stamps of participating countries would be offered for all letters submitted to the International Bureau for consideration and presented at ceremonies in each country on 9 October, the anniversary of the foundation of the UPU.

The Executive Council is charged with studying the practical application of this formal opinion.

(Documents of the 1969 Tokyo Congress – volume II: page 1136)

¹ See formal opinion C 88/Lausanne 1974, resolution CE 7/1971, decisions CE 36/1977, CE 16/1981 and CE 19/1984.

Formal opinion C 88/Lausanne 1974

Letter-writing competition for young people¹

Congress

Expresses the formal opinion

that all postal administrations should take part in the letter-writing competitions for young people, instituted as a result of formal opinion C 67 of the 1969 Tokyo Congress, in order to inculcate the letter-writing habit in children so as to develop the delicacy of their thought and improve their style, as well as contributing thereby to the use of the postal services.

(Documents of the 1974 Lausanne Congress – volume II: page 969)

¹ See formal opinion C 67/Tokyo 1969, resolution CE 7/1971, decisions CE 36/1977, CE 16/1981 and CE 19/1984.

Resolution C 101/Rio de Janeiro 1979**General policy on public information¹**

Congress,

Considering

- a the key role that information can play in enabling governments clearly to perceive the importance of the Post;
- b the urgent need for postal administrations to maintain an open and systematic policy on information in their relations with the public for the sake of the future welfare of the Post,

Considering further

- a that the general policy on public information decided on by the Tokyo Congress in resolution C 11 is still valid;
- b that the range of the International Bureau's activities in this area meets the present and foreseeable needs of the Union,

Confirms

resolution C 11 of the Tokyo Congress,

Instructs

the International Bureau, subject to Executive Council approval, to intensify its present information activities in accordance with the aforesaid resolution C 11 and within the annual ceilings imposed by Congress,

Invites

the CCPS to include public information policy among the various aspects of the future development of the Post which it has been instructed to deal with and to report periodically to the administrations of the Union.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 973 to 980, 1246 to 1248)

¹ See resolutions C 11/Tokyo 1969 and C 32/Hamburg 1984.

Resolution C 32/Hamburg 1984**World Post Day¹**

Congress,

In view of

the role played by information in the effort to convince governments and the public of the importance of the Post,

Taking into account

- a resolution C 11 of the 1969 Tokyo Congress recommending that 9 October (the anniversary of the founding of the Union) each year be observed as UPU Day;
- b the contribution which the postal administrations of member countries should make to the implementation of the Union's information activities by making their own information media available to it,

Considering

- a that the title "UPU Day" might not have the desired impact on the authorities and the public, to whom the information campaign on behalf of the Post is directed;
- b that a title for this Day containing the word "Post" would be more likely to increase awareness,

Decides

- a to change the title "UPU Day" to "World Post Day";
- b to observe 9 October each year as "World Post Day",

Requests

the member countries of the Union to celebrate this Day and to take advantage of it (and of International Letter-Writing Week in which 9 October falls) to familiarize the authorities and the public with the Universal Postal Union's aims and work, with the Post's vital role in the social, cultural and economic development of countries and with the various services made available to the public, by postal administrations,

Instructs

the Executive Council to choose the theme of World Post Day each year, on the proposal of the Director-General of the International Bureau,

Instructs

the International Bureau of the UPU:

- a to communicate the theme chosen by the Executive Council to the postal administrations of member countries;
- b to take the necessary action with a view to organizing this Day at world level, highlighting in particular the role of the UPU;
- c to coordinate the activities to be conducted by postal administrations in celebrating the Day in question.

(Documents of the 1984 Hamburg Congress – volume II: pages 158, 159, 178, 601)

¹ See recommendations C 13/Ottawa 1957 and C 5/Vienna 1964, resolutions C 11/Tokyo 1969, C 101/Rio de Janeiro 1979, CE 7/1971.

