**Public consultation on opening up the UPU to wider postal sector players**

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

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

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

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

**Survey instructions**

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| This survey is **confidential**.  Individual responses will not be shared with stakeholders. We will present aggregate responses to relevant UPU bodies with the aim of facilitating decision making. |

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

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

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

**Contact information**

|  |  |  |
| --- | --- | --- |
| Full name and title of contact person | | Mr  Ms |
| Name of organization (if from an organization/private sector entity) | | |
| E-mail address and telephone number of contact person | | |
| Country |  | |

**Section I: Background information** Yes No

1. Which of the following categories best describes your organization? (Please choose one):

Postal operators (other than the operator(s) designated by a UPU member country)

E-retailers

Courier companies

Logistics service providers

Financial service providers

Airlines

Railways

Other transport companies (please specify below):

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Manufacturers of postal or postal-industry-related solutions

Customer associations

Unions or postal worker associations

Customs organizations

Other (please specify below):

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2 Does your organization collaborate with your country’s designated operator(s) (the Post) in the provision of products and services to customers?

If you answered Yes, please answer questions 3 and 4; if you answered No, please continue with question 5.

3 In which business areas is your organization collaborating with the Post? (Please select all that apply)

Physical letter and document delivery services

Delivery services for items containing goods (small packets and parcels)

Express letter and document delivery services

Express goods delivery services

Parcel delivery services

Letter box/locker pick-up/drop-off or other postal services (including electronic services)

Postal payment services

Government/citizen services (e.g. official documents)

Money orders or telegraphic services

Other financial services (e.g. insurance)

Other (please specify below):

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4 Why is your organization collaborating with the Post? (Please select all that apply)

For interconnection, in order to ensure end-to-end delivery to customers (e.g. last-mile delivery in remote areas, international delivery, etc.)

To benefit from a shared logistical infrastructure (offices, sorting centres, trucks, hubs, etc.)

To benefit from their capacity or expertise in the provision of financial services to customers

To collaborate in providing additional services to customers

To reduce operating costs

To increase revenues

To benefit from the single postal network

To benefit from common global standards

Other (please specify below):

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

Yes No

5 Are you aware of the Universal Postal Union, its mandate, and the technical, opera­tional, and normative work carried out by the UPU?

6 Are you aware of the UPU’s Consultative Committee (CC) and the work it does to inte­grate views of the WPSPs into the work of the UPU?

7 If you answered Yes to question 5 or 6, are you interested in joining the UPU’s CC and having a greater input into its work?

8 Do you think WPSPs should have a role in the decision-making process at the UPU?

If you answered No to question 8, please continue with question 10; if you answered Yes, please answer question 9.

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

Key:

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

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| --- | --- | --- | --- | --- |
| *Domain areas[[1]](#footnote-2)* | *Full rights* | *Participant* | *Observer* | *Not allowed* |
| Treaties and international agreements within the legal framework provided by the UPU | N/A[[2]](#footnote-3) |  |  |  |
| Product development |  |  |  |  |
| Remuneration systems |  |  |  |  |
| Clearing systems |  |  |  |  |
| UPU standards |  |  |  |  |
| Postal technology platforms |  |  |  |  |
| Customs |  |  |  |  |
| Postal security |  |  |  |  |
| Quality of service |  |  |  |  |
| Dispute resolution |  |  |  |  |

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

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**Section III: Usage by WPSPs of UPU products and services**

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

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| / | 10 As a wider postal sector player, which of the following UPU products and services would you want to access? (Please select all that apply; see Annex 2 for a short description of these services provided by the UPU.) |

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| **Access to UPU documents and events/meetings** |  |
| Access to addresses and contact lists and other Union documents |  |
| Attending any events/meetings organized by all UPU bodies (potential exception of restricted meetings of standing groups and user-funded subsidiary bodies) |  |
| Taking part in meetings of the UPU’s councils and their subsidiary bodies |  |
| **Access to International Bureau (IB) secretariat support** |  |
| Briefings and training sessions on legal aspects as organized by the IB |  |
| Benefiting from capacity-building activities funded by the UPU |  |
| On-demand certification missions by the UPU |  |
| Provision of training and capacity building services |  |
| **Solutions on focused analysis, research and insights on market trends** |  |
| Provision of UPU research and analytical services to WPSPs |  |
| Provision of consultancy services on UPU solutions |  |
| **Solutions for improvement of interoperability and interconnection of infrastructures** |  |
| Remuneration solutions (whether the scope of inter-operator remuneration agreements can be broadened to cover WPSPs) |  |
| Access to the Postal Technology Centre’s first-level suite of IT solutions |  |
| Supply chain support tools (monitoring and measurement, data analytics, settlement and retail, end-to-end operational IT systems) |  |
| PosTransfer solutions (instant payment platform, customer inquiries) |  |
| Mobile apps for postal payments (customers and postal users) |  |
| PPS\*Clearing (postal financial services clearing service) |  |
| Exception-handling solutions for supply chain |  |
| Mobile apps for end-to-end global track and trace |  |
| Global Monitoring System (GMS) Edge (Enhanced Data Gathering for E-commerce. This GMS service provides automatic data capture of identifiers of packets, receptacles and other postal physical items through RFID technology) |  |
| GMS Edge Enterprise (a tool that runs on top of GMS Edge, gener­ating insights to support various business processes, such as operations management, resource management, security and sales and marketing) |  |
| GMS Stream (Secure Transfer Electronic Automatic Messages. RFID data can be transferred to third parties for several applications) |  |
| International mail processing centre (IMPC) codes (whether access to IMPC codes could be broadened, under what terms and conditions and in respect of which postal flows) |  |
| Postal security, including S58/S59 certification and Dangerous Goods Search Tool (DGST) |  |
| Access to the .POST top-level Internet domain |  |
| Addressing solutions: application programming interface for address verification down to premises level |  |
| Facilitation of cryptocurrency exchange between members of the postal network |  |

1. What benefits do you expect from the UPU? Please select all that apply:

Improved interconnectivity with UPU platforms

Seamless and improved experience for customers

Increased postal volumes

Access to knowledge and experience

Access to technical assistance

Ability to shape the global postal policy agenda

Ability to shape regulatory/policy decisions

None, I see no benefits.

Other (please specify below):

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1. What benefit will you provide/bring to the UPU if you are able to have increased engagement with it? Please select all that apply:

Offer new postal services to citizens, thereby increasing the relevance of the UPU network.

Reciprocal interconnectivity in respect of electronic platforms

Reciprocal interconnectivity in respect of physical delivery networks

Provide access to new technologies, knowledge and expertise

Pay for existing UPU products and services

Fund the development of new UPU products and services

Contribute to the UPU’s extrabudgetary financing of its projects

Other (please specify below):

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**Section IV: Key reference documents and additional comments**

Please provide any additional information or documents you may wish to share on the topic of the opening up of the UPU to wider postal sector players. Please indicate if this information is confidential.

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Please add any other comments, suggestions, or concerns you would like to make on the topic of the opening up of the UPU to wider postal sector players.

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Thank you very much for participating in this survey.

Please return the completed questionnaire **no later than 26 August 2022** to [TF.OpeningUp@upu.int](mailto:TF.OpeningUp@upu.int).

Annex 1: Abidjan Congress resolution C 11/2022

Annex 2: Brief description of UPU products and services

1. This list is non-exhaustive; it includes key substantive domains of the UPU. Further domain areas may be examined by the task force. It is recognised that some domain areas, such as postal customs and postal security, can be subject to other international treaties. However, the questions pertain to those elements that are governed by the UPU Acts. [↑](#footnote-ref-2)
2. As per Abidjan Congress resolution C 11/2021, the UPU will remain an intergovernmental organization; as such, full rights to create and amend treaties and international agreements will remain part of the remit of UPU member countries. [↑](#footnote-ref-3)