**Description and contact persons for UPU products and services**

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

*1 .POST solutions*

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

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

*2 Supply chain solutions*

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

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

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

*3 Postal payment solutions*

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

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

*4 Global Monitoring System*

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

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

*5 OSCAR (Online Solution for Carbon Analysis and Reporting)*

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

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

*6 Trainpost*

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

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

*7 UPU\*Clearing*

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

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

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

*8 Legal advisory service*

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

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

*9 Access to addresses and contact lists and other Union documents*

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

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

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

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

*10 Provision of UPU research and analytical services to WPSPs*

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

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

*11 Provision of consultancy services on UPU solutions*

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

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

*12 Provision of training and capacity building services other than Trainpost*

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

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

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

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

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

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

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

*14 PosTransfer solutions (instant payment platform, customer inquiries)*

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

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

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

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

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

*16 Exception-handling solutions for supply chain*

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

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

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

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

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

*18 Global Monitoring System solutions – GMS Edge*

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

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

*19 Global Monitoring System solutions – GMS One*

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

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

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

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

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

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

*21 IMPC codes*

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

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

*22 Remuneration solutions*

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

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

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

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

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

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