EMS customer care manual

Procedures for EMS customer service (version 1.0)

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# Version control

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I. Acronyms

COD  Cash on Delivery
EMS  Express Mail Service
KPI  Key Performance Indicator
L1Q  Level 1 query on the workflow
L1R  Level 1 reply on the workflow
L2Q  Level 2 query on the workflow
L2R  Level 2 reply on the workflow
OE   Office of Exchange
WPOD Written Proof of Delivery
QUM  Quality Update Message
SUM  Status Update Message
T&T  Track and Trace
VN   Verification Note
Rugby-GlobalCSS Rugby Global Customer Service System

All item tracking events are described in Annex 5.

II. Definitions

Agents (users of the system): persons who handle incoming or outgoing customer claims.

Claim: any complaint or query relating to the provision of the postal service submitted within the deadlines provided by the acts.

Amount claimed: amount that the customer is claiming for refund regarding his loss. Amount claimed cannot exceed the declared value.

Call centre: centralized office used for the purpose of receiving or transmitting a large volume of requests by telephone. A call centre is operated by a company to administer incoming product support or information inquiries from consumers.

Damage: reduction on the value or usefulness of an item, which the postal service may be liable for.

Concealed damage: item is delivered to the addressee without visible damage to packaging. Damage or missing contents is discovered by addressee, after the delivery, and should only be applied to declared items.

Incorrect delivery: item delivered to a different person than is indicated on the label and not authorised by internal law, and considered lost.

Inquiries: process that has the aim of supplementing information, resolving doubt, or solving a problem. A theory of inquiry is an explanation of the various types of inquiry and a treatment of the ways in which each type of inquiry achieves its aim.

Items tended to destination: when the destination has an EMD scan or RESDES or RESCON, or a proof of signed CN 38.

Loss: item cannot be found or delivered, and shall be conclusively presumed lost.

Open transit/transit à découvert: transit, in a dispatch for an intermediate country, of a batch of items whose number of weight does not justify the make-up of a separate dispatch for the destination country.
Performance indicators: the process of quantifying and evaluating the country and agents performance. Procedures: step-by-step sequence of activities or course of action (with defined start and end points) that must be followed in the same order to correctly perform a task.

Redirect/re-forwarding/re-dispatch of an item: transmission of an item from one intermediary location to another.

Reports: statistics used to display the result of an investigation, or inquiry.

Seized items: postal items which the competent authorities (Post, Customs, etc.) have seized the item as it contains prohibited articles.

Standards: written definition, limit, or rule, approved and monitored for compliance by an authoritative agency or professional or recognized body as a minimum acceptable.

Transit: passage of postal items through the services of a third country.

Value declared: total value declared on customs declaration.

Workflow: sequence of connected inquiries (query and reply) to solve claims in the system.

III. UPU forms

CN 08 Inquiry
CN 13 Report – information about a seized item
CN 15 Return label
CN 17 Request: for withdrawal from the post; for alteration or correction of the address; for the cancelation or alteration of the COD amount
CN 18 Declaration concerning the non-receipt (or receipt) of a postal item
CN 23/CN 22 Customs declaration/Customs label
CN 24 Report (irregularities in respect of insured letter-post items or postal parcels)
CN 31 Letter bill – exchange of mails
CN 38 Delivery bill – airmail
CN 43 Verification note
CP 72 Manifold set. Customs declaration/dispatch note
CP 78 Verification note
1. Introduction

At the 2012 EMS General Assembly, the EMS customer care quality improver project was approved. The goal of this project is to improve the quality of EMS customer care and the standardized system for international inquiries. One of the areas of intervention of the project is "capacity building", and under this, an EMS customer care manual is required to define procedures among all EMS members and users of the system.

1.1 Purpose of this manual

a. The EMS standard agreement establishes specifications for the EMS product and operational procedures, EDI messages exchange, accounting, and others. It also states that EMS operators must accept international inquiries from EMS operators.

b. The EMS customer care manual complements the EMS standard S3, centralizing all the information regarding EMS customer service procedures. It intends to serve EMS customer service managers on their daily management of customer service and call centre agents.

1.2 Revision of this manual

The EMS customer care manual may be revised annually, and needs to be approved by the EMS General Assembly. All proposals should be submitted to the EMS Unit by 31 May. Annual ballots should be launched by September, and the revised endorsed version should to be entered into effect the following year.

1.3 Eligibility and responsibilities

a. The EMS Cooperative is obliged to nominate the standardized system for international EMS inquiries, and to ensure that EMS Cooperative members use the system.

b. The standardized system for international EMS inquiries shall be used by all EMS Cooperative members. The EMS Unit is responsible for implementing the system for members and providing respective training.

c. The use of the system is part of the benefits of being a member of the EMS Cooperative. If members are not meeting their obligation to the EMS Cooperative, inactivation of those members from the system may occur.

1.4 Customer service call centre setup

a. EMS operators should set up an operational call centre to resolve EMS international related issues, including inquiries.

b. Information about the call centre set-up for operators and for customers must be published in the Operational Guide: name, address, city and postcode, telephone, fax, e-mail, website, hours and days of operation (local time) and spoken languages. Call centres should be reachable internationally.

1.5 EMS customer service contacts

The EMS Unit has a contacts database for sending communications regarding customer service. Each operator must update their contacts using Annex 1 of this manual. For Operational Guide contact updates, please refer to the person authorized within your company to do so.

2. Standardized system for international inquiries

The standardized system for EMS international inquiries is the Global Customer Service System (Rugby-GlobalCSS), an upgraded version of the Rugby system, created to provide a better quality response as final feedback to the customer.

Call centre agents must be aware of the key principles of the workflow set-up for inquiries, as well as the different functionalities of the system i.e. notification and broadcast messages.
It is also important to have in mind that in this new upgraded system, all communications are based on a set-up of causes, i.e., no inquiry or notification can be made without a type of request and no broadcast message can be sent without a reason for it.

2.1 Inquiries workflow concept

a. The agent must always start the inquiry process by tracking the item number. The inquiry menu updates automatically with all the tracking information that is available for that item, including transportation events. Note that the tracking information is sorted in chronological order to facilitate the agents' perception and interpretation of where the item is.

b. If the agents work with simultaneous products, they can organize their "to do list" as they choose, because the system is able to deal with different products without the agents need to change menus constantly.

c. After tracking the item the agent should choose the type of request more appropriated to satisfy the customer claim. The correct choice of the inquiry is key to address the customer claim because all the menus are tailor-made by type of request, i.e., were developed with specific fields of information to provide a quality request and reply from both parties.

d. The fields of each menu have pre-defined drop down boxes with possibilities to choose the appropriated reply. By having these pre-defined answers, it intends to reduce language barriers. Note that remarks sections are available, but mandatory fields will always need to be provided.

e. The workflow is split into two levels. The first level is to provide a reply and the second level should only be used when the answer to the first level was not conclusive. The second level is not to be used to extend the inquiry, but only to complement a first level.

f. There are the types of requests that are only connected to one level. It intends that when an agent replies to these requests, that it should be a conclusive reply, as no escalation is allowed.

g. The standards for response must be defined based on the time needed to provide a quality response. At the first level, the time to reply is shorter than the second level. Types of requests that customers do not yet have the item, have priority on a shorter time reply, i.e., inquiries that the customer has the item are not considered a priority and have a longer reply time.

h. The different standards for reply time for the two levels are to drive agents towards quality responses and conclusiveness to the customer, thus avoiding escalations and reactivation. It is important to keep this mind set for the agent because it is a goal to drive a higher resolution rate on the first reply, which is, the percentage of customers satisfied on a first reply.

i. The workflow was developed in order to allow more communication between the workflow steps, without the need to lose more time. Quality Update Message (QUM) and Status Update Message (SUM) were developed to provide updated information between opening an inquiry and reply deadline. QUM was created for destination proposes which can inform that the request should have more information to investigate the claim thoroughly. SUM is to be used as a reply to a QUM, or simply to inform the partner of something that may help the investigation.

2.2 System quality principles

Rugby-GlobalCSS has key principles to be undertaken by the agents which have as a basis the following quality principles:

a. Improved customer service experience for the customer through:

i. Shorter duration of inquiries through a simplified workflow set-up.

ii. Clearer timeframes with regard to the finalization of inquiries (i.e. the duration of the inquiry) for communication to the customer.

iii. Opportunities to "keep customers posted" through the use of update messages.
iv. Focus on quality of data and conclusiveness of replies lead to higher resolution rates and thus higher satisfaction levels.

b. Focus on data quality and flexible inquiry processes through:
   i. Selecting a "type of request" to render the appearance of a tailor-made set of relevant data elements throughout the workflow, to allocate ample response times, assuring relevance and a clear focus on the information provided.
   ii. Possibility to flag requests containing insufficient information, with an option for origin to immediately correct or update.
   iii. Updates on the requests with additional information without having to wait for a reply or sending a new request.
   iv. Predefined replies per type of request, also with a tailor-made set of related data elements, eliminate ambiguity and reduce the need for escalation.
   v. The "reply rating" option allows the receiving operator to flag incompliant replies, conveying this information immediately to the sending operator.
   vi. All inquiry related parameters and elements can be adjusted.

c. Decreased workload for Rugby-GlobalCSS agents through:
   i. The combination of improved data quality and a two tier escalation level leads to fewer messages and less duplication of information.
   ii. The intuitive and user-friendly set-up allows enhanced messages and reduces scrolling and clicking.
   iii. Update messages allow for the conveyance of information without the need for a response, leading to a considerable reduction of irrelevant and unnecessary replies.
   iv. Every inquiry is checked against a transit time table and a warning is provided in case the inquired item is created too close to the posting date, thus reducing the number of premature inquiries.
   v. The "type of request" indicator allows immediate treatment by a 'specialist' (i.e. performing specific activities).

d. Enhanced system intelligence through:
   i. The Rugby-GlobalCSS database holds a variety of parameters for potential reporting purposes, like obtaining useful information on compliance for users, managers and stakeholders.
   ii. Reports, which will serve as the basis for further improvement possibilities, both from a system and an operational point of view.

2.3 Broadcast message

a. Broadcast messages can be sent to one, multiple or all call centres, to inform and advise other operators on situations that may impact operations and/or customer service, such as:
   i. Force Majeure
   ii. Track and trace systems breakdowns
   iii. Announcing national holidays
   iv. Strikes
   v. Operational disruption
   vi. Other situations that may impact operators

b. Updated broadcast messages should also be sent to report when issues are resolved.
c. A broadcast message is not based on item ID, and by this, is not part of the workflow and is not to be used for inquiries or workflow extension. It serves for information purposes only and will not be used for any performance measurement proposes.

d. The broadcast message should be issued within a 24 hour period.

2.4 E-mail notification

a. This new function is available to members who receive less than 500 enquiries a year. This notification does not change any standard or procedure for dealing with enquiries within the system and is being offered to assist members with few inquiries to respond timely to new inquiries.

b. An e-mail notification shall be sent to each designated e-mail address each time an inquiry appears in that administration’s ‘To Do’ list.

c. The list of operators benefiting from this functionality is shown in Annex 2. To be part of this list, administrations should complete and return the form in Annex 3 before 15 January, which will enable activation to begin on 1 February, based on the number of inquiries from the previous year.

3. EMS claims and inquiries procedures

Customer service procedures are formulated to help operators create the direction to best serve customers. The procedures are important because they allow employees to understand their roles and responsibilities towards serving the customers within predefined limits, and it includes how to treat claims and how to deal with inquiries to resolve customer complaints.

The following chapters show how to treat customer claims, and when accepted, how to make inquiries within the standardized system respecting the procedures outlined below for each one.

3.1 Claims

a. Prior to initiating any inquiry process in the standardized system for international inquiries, the call centre agent must validate the claim received from the customer.
   i. All claims must be based on the items barcode identification number (item number).
   ii. The agent should always first check the end-to-end service standards for the pair origin-destination (for delivery standards at destination, please consult the EMS Operational Guide). The agent should inform the customer on the track and trace information available and expected delivery date regarding the item.

b. Inquiries should be initiated only after the item is considered to be late on the basis of the effective delivery standard.

c. Notices and claims shall include at least the following information:
   i. The name and address of the sender.
   ii. The name and address of the addressee.
   iii. The date of posting.
   iv. A description of the contents.
   v. The value declared and the amount claimed.
   vi. The waybill (letter bill) number (CN 31 or special manifest).

d. The Operational Guide must be updated with the time for accepting inquiries after delivery of return, and the time for retention of a WPOD, for reference between operators.
3.2 Inquiries

a. Inquiries shall only be accepted within a period of four months from the date of posting of the item, and can be accepted from the sender or the addressee of the item.

b. The delivery operator shall settle inquiries from an origin operator within 30 calendar days from the date of the first inquiry, unless it is able to demonstrate that:
   i. The item or dispatch was not tendered to the delivery operator.
   ii. It notified the origin operator that the item was missing at the time the dispatch supposedly containing the item was tendered to.
   iii. It notified the origin operator that the item was damaged at the time of receipt, or that the damage was concealed and was not reported within 48 hours from the date of delivery.
   iv. The item was seized by, or in the possession of, Customs or other governmental authorities; or, in the case of a claim for loss only, that the item was received by the addressee.

c. If a delivery operator fails to reply to an inquiry from an origin operator within 30 calendar days, it shall be considered to have accepted the claim, and shall be held liable for compensation paid to the sender by the origin operator on the basis of the claim submitted, if no bilateral agreements are in place.

d. In the event of a claim for loss, an item shall be conclusively presumed to have been lost while in the delivery operator's custody if the item or dispatch is acknowledged as received by the delivery operator, at the time of tendering to it by the origin operator. An item shall be conclusively presumed lost if it has not been tendered to the addressee within four calendar weeks of its receipt by the delivery operator, unless the item is proven to have been seized or detained by customs or other governmental authorities by means of a proof of seizure (CN 13) or the related reason code 19 or 64.

e. Final claims for loss or damage for which the delivery operator is liable shall be submitted to the delivery operator within three months from the date the item concerned was tendered to it. If there is any national legislation in the destination country to be applied that is different from this procedure, it shall be indicated in the Operational Guide.

f. Inquiries procedures are detailed in this manual, and shall be followed by the call centre agents when dealing with each type of request from customers.

g. Each delivery operator shall use Rugby-GlobalCSS to make and reply to EMS inquiries and to ensure that there are no outstanding messages in the system. The inquiry level shall be chosen in accordance with the procedures in this manual, chapter 3.3, and be used to:
   i. Make an inquiry on a customer claim.
   ii. Notify (report) on undeliverable, missing or damaged items, and items that may be in customs.

h. When using Rugby-GlobalCSS for international inquiries, perform the inquiries based on the type of claim by using one of the 11 types of request, as follows:
   i. Update/confirmation of item status.
   ii. Item found undeliverable.
   iii. WPOD (Written Proof of Delivery).
   iv. Disputed: item has not been delivered even though the track-and-trace system shows the contrary.
   v. Request for change, correct address, and redelivery or return/stop delivery of the item.
   vi. Damaged/missing contents.
   viii. Customs investigation.
   ix. Explanation delayed delivery/processing.
x. Unexplained return of the item.
xi. COD amount not received.

i. The workflow setup shall use two levels of inquiries as a maximum. Each type of request is connected to each level of workflow, and the maximum duration shall not exceed the parameters defined in the EMS standards. Each level of the workflow is defined in the procedures for each type of request, and must be followed up by agents.

j. All types of request are treated individually, with tailor-made system menus. All mandatory and optional fields of each inquiry must be completed by EMS operators. The elements of each type of request can be found in Annex 4.

k. QUM and SUM shall be used to complement the inquiry workflow and to be used within the main workflow level.
   i. QUM should be used by the destination partner to indicate incompliance on the request, and is limited to one per workflow. The origin partner can reply to all QUMs to provide additional information.
   ii. SUM should be used by the origin or destination partner to provide additional information on the inquiry.

l. When a reply from the destination partner is satisfactory (conclusive) and the customer is satisfied, the origin agent should manually close the workflow. However, workflows are automatically closed after 30 calendar days of inactivity. Closed cases can also be re-opened (reactivated) for further escalation.

m. Reactivation should only be allowed in cases where the replies are inconclusive, and can be initiated with a different type of request, and by this, no limitation to this functionality is set up. However, agents must check the cycle of the item and the timeframes of transportation and delivery, taking into consideration the total duration of the closure of inquiries.

n. Origin partners can rate all incoming replies from their destination partners, when the replies are incompliant with the operational procedures and are inconclusive.

3.3 Types of request

a. All the inquiries must be treated in Rugby-GlobalCSS. The procedures below must be acknowledged by agents who will be measured on the quality of the treatment of the claim.

3.3.1 Status (update/confirmation item status)

a. Definition: No information about item status is available in the destination country, due date has expired and available information is unclear or contradictory. The purpose of this request is to obtain or clarify tracking data and obtain information on further treatment of the item to ensure its delivery.

b. Workflow level 1 & 2.

c. This type of request must be applicable to cases where:
   i. The sender states that the addressee has not yet received the item and the information available on track and trace is not satisfactory (the latest event at destination has more than two working days).
   ii. The addressee states that they did not receive the item whilst acknowledging that the item was sent.
   iii. There is no confirmation of arrival of the bag (no RESDES).
   iv. There is confirmation of arrival of the bag (RESDES but no EMD).
d. Request agents’ procedures:
   i. The EMC event must be present.
   ii. If an EME scan is the last event, the agent should use query "Customs investigation".
   iii. If the EMD event is missing, attention must be paid to the transit time between the Origin and Destination so that a request is not created before the expected arrival date. The flight connections, transit times or generic transit times should be taken into consideration.
   iv. Provide evidence of dispatch/bag having been accepted in the destination post such as signed CN 38, RESDES scan, etc.
   v. Do not escalate before there is any proof, as mentioned above, when the replying post has denied receipt of the item.
   vi. If possible, provide customer information, including phone number and description of contents.

e. Reply agents’ procedures:
   i. Check the internal tracking system and/or conduct an investigation in order to obtain an accurate item status: physically contact the Office of Exchange (OE) or operational units concerned to locate the dispatch/bag.
   ii. If the item is still in transit and has not been delivered when the reply is due, the replying post should monitor the tracking until the final status.
   iii. Check for a Verification Note (VN) in case the article was not included in the receptacle.
   iv. If the item has arrived (EMD), indicate time of arrival and measures being taken to deliver the item and the estimated delivery date.
   v. If the item is delivered (EMI), the date; and reason of delay, if it can be determined and if this is the case.
   vi. If in Customs (EME), advise if clearance is required and detailed instructions (if any), for the addressee to have the item cleared, including the contact number.
   vii. If the item remains undelivered after the action taken, provide the following information:
       – Where the item is located.
       – Instructions for pick-up, including address and phone number of the delivery office and time left for pick-up.
       – CN 24 or VN, in the case of damage or missing content.
       – Any additional information.
   viii. Declare item lost if the dispatch/bag is received but the item cannot be located, and 30 calendar days has passed from the EMD.

3.3.2 Request (request for change: correct address, re-delivery, stop delivery or return of item)

a. Definition: the sender requests the destination country to make changes in addressee details or specific actions in delivery process (re-delivery, stop delivery and return item).

b. Workflow level 1.

c. This type of request must be applicable to cases where:
   i. The sender requests a change to the address because it is incorrect or details have been omitted.
   ii. Request for re-delivery if sender or addressee claims that the delivery attempt has not been made or the addressee is unable to pick up the item at the postal counter.
   iii. Stop delivery and withdraw the item.
   iv. Request to return the item.
d. Request agents’ procedures:
   i. Consult the tracking system to ensure that the item has not been delivered at the time of request (even with this requirement being met, there is still a possibility that the item may be delivered to the original address while the request is being processed by the replying post).
   ii. If the item has not arrived at the destination (replying) post, the dispatch particulars should be provided, including, date of dispatch and 29 digit bag identifier.
   iii. For re-delivery, the request should only be used when the item is held in the delivery office.
   iv. For customs purposes, provide a CN 17 form.
   v. Provide the following information:
      – Name and address of the sender and the addressee.
      – The new address for the addressee (a copy of the label would be appreciated, however not required).
      – Addressee’s phone number, if any.
      – A description of contents and the package details.
      – Instructions in case the alteration is not accepted by the destination post, (e.g. should item be returned, and by which means).

The requesting post (origin post), needs to understand that the request may fail when it is sent before the item arrives at the OE (“EMD” scan), as the destination post may not be able to hold the request if the item is delayed in transportation.

e. Reply agents’ procedures:
   i. The delivery operator should take measures according to the request and inform the sender about the actions taken:
      – Contact operational units and Customs (where necessary) if re-delivery can be arranged; provide the new address to the operational units concerned.
      – Contact the addressee to arrange for re-delivery when the phone number is available.
      – Monitor the process until the item is intercepted or redirected/returned for those items that had been received in the replying post upon the opening of the request.
   ii. If already delivered, provide the latest status of the item and the date and advise that the item has been delivered with the indication of the address.
   iii. When the request can be accommodated:
      – Confirm delivery and at which address it was delivered to (if delivered).
      – The current status of the item (if not yet delivered but on its way to the new address).
      – The information for pick-up should be provided including the address and phone number of the delivery office, the time left for collection and whether or not a notice for pick-up has been left at the new address.
      – If returned, provided dispatch details: number, date and time.
   i. Declare item lost if it cannot be located, and 30 calendar days has passed, from the EMD scan.

3.3.3 WPOD

a. Definition: delivery information is available on track and trace but the sender requires the name of the recipient and a copy of the signature.

b. Workflow level 1.

c. Request agents’ should follow the following procedures:
   i. The agent needs to provide a copy of the WPOD or signed CN 18 form and details of the delivery from the receiver.
3.3.4 Disputed (disputed delivery)

a. Definition: The addressee disputes the delivery of an item while the track and trace system shows delivered.

b. Workflow level 2.

c. This type of request must be applicable to cases where:
   i. The sender disputes delivery and this query serves to clarify the information about the delivery.

d. Request agents' procedures:
   i. The EMI scan event or an answer from a previous message that the item was delivered is mandatory.
   ii. Provide detailed customer information, ideally with the addressee's phone number and a copy of the label, if possible.

e. Reply agents' procedures:
   i. The agent needs to provide a signed CN 18 form. If the delivery agent cannot provide this, the item should be considered lost.
   ii. Actions to be taken:
      – Obtain recipient information via WPOD.
      – Contact the addressee by phone for confirmation (if the phone number is provided).
      – Use the CN 18 or visit the addressee/recipient (if there is no phone number or if it does not work).
      – Try to recover the item in the case of wrong delivery.
   iii. Reply expected: either declare the item lost or prove the item was received by the addressee including the following information:
      – WPOD that is signed by addressee as a proof of correct delivery (if it had not been provided in response to prior requests).
      – Explain who the item was delivered to (if signed for by another person than the addressee himself).
      – Outcome of the contact with the addressee either by phone/CN 18 or by visit (with confirmation by the addressee the case can be closed).
      – Re-delivery date plus the new WPOD or confirmation by the addressee in the case of recovery.
   iv. Declare the item lost if it cannot be recovered when the delivery cannot be proved as correct.

3.3.5 Customs (customs investigation)

a. Definition: Item or part of its content is retained or seized by the local customs authority or other governmental agency and serves to obtain documents in order to release the item from customs. The item is under customs authority power if a proof of seizure (CN 13) has been transmitted to the origin or the related tracking reason code 19 or 64 has been generated. Posts are not responsible for the release of the item, only for the collaboration between the customer and the customs authorities.

b. Workflow level 2.

c. This type of request must be applicable to cases where:
   i. The sender asks about instructions regarding release of the item from customs.

d. Request agents' procedures:
   i. If an EME scan is the last event, the item is held by the customs authorities.
ii. In tracking systems the reason should be shown.

iii. The most likely reason for retaining an item is a missing or inappropriate invoice or CN 23. The sender or addressee should provide these documents to the customs authority. It is possible to send these documents via the system, or directly to the customs authority.

iv. Provide detailed sender and addressee information (address details and phone number) and a description of contents including its value.

e. Reply agents' procedures:

i. The agent needs to provide the requirements necessary to release the item from customs, the custom authorities contact, or the custom clearance time if the item is no longer being held.

ii. Action to be taken: Contact customs (if possible), and the addressee, if necessary.

iii. Reply expected: Answer the questions with as much detailed information as possible so that the item can be released.

iv. Declare the item lost if it cannot be located.

3.3.6 Damage (damage/missing contents)

a. Definition: Item was found with damage/missing contents in any phase of processing – inform counterpart operator about occurrence.

b. Workflow levels 1 and 2.

c. This type of request must be applicable to cases where:

i. The operations staff in the OE, sorting centre or delivery network, reports that the item is found damaged or with missing content.

ii. In the case of concealed damage, the addressee may launch the query in the specific timeframe according to national law, usually no later than 24 hours after delivery.

d. Request agents' procedures:

i. If this request is initiated by the operator where the damage is found, it is necessary to attach the CN24 (damage report), and the subsequent measures taken.

ii. Provide detailed customer information, ideally with the senders' phone number.

iii. Provide as much information as possible about the damage: package details, contents missing and declared.

iv. Agents should be aware that the destination post may not accept claims for concealed damage.

e. Reply agents' procedures:

i. The agent needs to provide instructions about sender's disposal and subsequent indemnity procedure. For determination of liability, the instructions should be followed.

ii. Actions to be taken:

- Contact the operational units concerned to confirm if the damage is recorded or can be proved.
- Contact the customer for evidence if necessary.
- File CN 24 or VN where necessary.

iii. Reply expected:

- Item status.
- What has been done for investigation?
- Confirm if the item is damaged or content is missing. Provide details, if possible.
- Provide CN24 (if the damage is confirmed) and other documents that can assist the origin post processing the customer's claims.
It is recommended that photos be taken as supporting documentation and provided as an Annex, where possible.

3.3.7 Missent (missent/redirected/transit)

a. Definition: Item was sent to a country which is not the correct destination and serves to locate the item and enables transit details and instructions for further treatment.

b. Workflow levels 1 and 2

c. This type of request must be applicable to cases where:
i. The origin operator discovers that the item is missorted/misrouted and advised the transit country regarding the correct forwarding of the item.

ii. The transit country discovers that the item arrived out of course or without a delivery label and address and asks about instructions for subsequent treatment.

d. Request agents' procedures:
i. The agent should provide full dispatch and routing details and instructions for forwarding.

e. Reply agents' procedures:
i. The reply to this request should provide transit or forwarding details such as OE code, date and number of dispatch, date of dispatch and routing details, etc.

3.3.8 Delayed (Explanation delayed delivery/processing)

a. Definition: Delivery of the item was delayed compared with delivery standards.

b. Workflow level 1.

c. This type of request must be applicable to cases where:
i. The delivery was delayed according to the delivery standards and sender seeks the reason for the delay.

d. Request agents' procedures:
i. A query of this type of request should be in the case of an existing EMH/EMI event (delivery attempted/delivered), or in the case where the destination operator has confirmed the delivery/delivery attempt before.

ii. Provide detailed customer information, including contents, ideally with the label.

iii. The label should be provided when available or/and requested by the delivery post.

e. Reply agents' procedures:
i. The agent provides a reason for the delay even though the delivery operator may not be liable for late delivery.

ii. Actions to be taken:
– Consult internal routing and delivery plan to verify the delay.
– Find out the reason of delay, if any, no matter if there had been any delay before the EMD scan.

iii. Reply expected:
– Dates of scans that are missing from tracking on the system.
– Either the reason of the delay or the detailed explanation for denial of delay.
3.3.9 Returned (unexplained return of item)

a. Definition: Item is returned without reason provided and sender seeks clarification.

b. Workflow level 1

c. This type of request must be applicable to cases where:
   i. The sender states that the item was returned without a reason provided.

d. Request agents' procedures:
   i. The agent should provide the full address of the addressee and ideally a copy of the address label.
   ii. The label should be provided when available and/or requested by the delivery post.
   iii. In the case where there is already a notification message from the destination informing of an undeliverable item explaining the reason, the inquiry should not be launched at the origin.

e. Reply agents' procedures:
   i. The agent needs to provide a conclusive reason, even if it is an operational error. There is no liability for operational error and the answer needs to be factual.
   ii. Actions to be taken:
      – Contact the operational units concerned.
      – If the reason is damage, CN 24 or VN should be provided.
   iii. Reply expected:
      – Root cause of return (e.g. delivery refused due to damage).
      – Provide CN24 or VN if the return is caused by damage.
      – When the reason is incorrect/incomplete address more details should be provided to indicate why it is incorrect/incomplete, in case no notification has been made previously.

3.3.10 Cash on Delivery (COD amount not received)

a. Definition: Sender claims that COD amount has not been returned even though the item was delivered.

b. Workflow level 1.

c. This type of request must be applicable to cases where:
   i. If the operator provides a COD service.
   ii. This type of query should be used to enable details regarding the money transfer.

3.4 Notifications

a. Notifications are messages designed to convey pro-active information on item level, and are therefore mostly used by a destination operator to report a problem to the origin. The following reasons are available as "Notifications", allowing you to pro-actively inform the origin operator:
   – Item found undeliverable.
   – Item found damaged.
   – Item found delayed.
   – Item retained by Customs: documentation required.
   – Operational irregularity.
b. Notifications are always based on item ID, and can be created by origin and destination operators. Upon receiving a notification the following actions can be performed:
   – Create a reply.
   – Ignore the notification.

c. Notifications are listed in separate message lists/folders. All notifications remain in these folders for 30 calendar days. After this period they are automatically removed (but still retrievable through the Query module).

d. Currently, no timeframe applies to the notification procedure, and replying or ignoring a notification is optional. It is highly recommended however, to reply or ignore a notification as soon as possible after receipt, enabling the sending operator to take appropriate measures.

e. Notifications are considered "stand-alone" messages, and are therefore not allowed to be created during a main workflow. It is, however, possible to create a main workflow (i.e. L1Q) after a notification (regardless of being replied/ignored). It is also possible to send multiple notifications on the same item ID and the same operator (given that there is no L1Q), but only after the previous notification was replied or ignored.

f. All notifications are recorded for reporting purposes.

3.4.1 Undeliverable (item is undeliverable)

a. Definition: The destination operator found that the item is undeliverable and asks origin operator for instruction for further treatment of the item.

b. This type of request must be applicable to cases where:
   i. Operations staff in the OE, sorting centre or delivery network, report that the item is undeliverable due to an insufficient or incorrect address, an unknown addressee, missing item label, refused by addressee or customs, etc. and asks for instructions for further treatment.

c. Notification agent should follow the following procedures:
   i. The agent must indicate the reason for non-delivery, the correct address and/or contact the office where the item is held for subsequent measures.
   ii. The destination agent should inform the retention period of the item at the depot.

d. Reply agents should follow the following procedures:
   i. The agent must provide the change in address and contact number of addressee and instructions about the measures to be taken.

e. In the case of no reply from the origin operator, the destination should return the item after the retention period.

3.4.2 Damaged (item found damaged)

a. Definition: The destination operator can report an item that is damaged and request suggestions for further processing, or inform of the treatment of the item and present the CN 24.

b. Notice of loss or damage to any goods shall be provided by the delivery operator to the origin operator in writing within 10 working days of the date of discovery.

c. In the case of concealed damage, a notice shall be provided by the delivery operator to the origin operator within 48 hours of the date of delivery. The CN 24 report shall be used in such cases.

d. In case of no instruction from the origin post, the destination post should follow the operational procedures in the EMS standard agreement.
3.4.3 Delayed (item found delayed)

This notification serves the destination when they want to inform the origin of items which are delayed in the delivery process.

3.4.4 Customs (item retained by customs: documentation required)

a. **Definition:** The item or part of its content is retained or seized by the customs authority or other governmental agency and serves to obtain documents in order to release the item from customs. The destination operator has to transmit a proof of seizure (CN 13) to the origin or to generate the related tracking reason code 19 or 64.

b. The origin should provide the information that the destination country is requesting. In case no reply is provided, the destination country can return the item to the origin, after the retention period.

3.4.5 Operational Irregularity

This notification serves to report on any sort of operational irregularity that prevents the destination operators from processing/delivering the item.

3.5 Reply rating

a. The rating system is to be used to obtain a view on the quality of replies and the agent’s compliance with customer service procedures other than on-time performance. It is a mechanism that allows customer service agents to immediately express their non-satisfaction with the quality and/or the compliance of a Rugby-GlobalCSS reply.

b. In the case of a non-satisfactory reply the agent has to rate the reply by choosing from a drop down list. This is mandatory. Optionally, remarks can be added and are recommended to explain the inconvenience of the reply received.

c. The following reasons are available:
   i. No compliance with procedures: the response provided is incomplete or the information provided does not match the request.
   ii. Conflicting information: current information provided by the agent conflicts with the previous answer and no explanation given.
   iii. Unfriendliness: the use of language was impolite and it was not possible to understand the response.
   iv. WPOD not provided: the requests type WPOD, the signature is not provided.
   v. CN 18 not provided: when the CN 18 is not provided when requested.

d. Generally, it is not enough to inform the partner about the item status, if it is not the final one. The agent has to take action to move the item forward to a final status/according to the request. In order to ensure a relevant and objective rating, some rules should be followed:
   i. There is no link between the rating and the item status.
   ii. The rating is not based on personal feelings.
   iii. Consideration of tracking events, quality of elements provided in the request and the complexity of cases should be taken into account (in spite of all efforts the item cannot be successfully delivered. When rating, you need to make a difference between the case and the agent who tried to help).

e. It is advised to use the rating tool only on the last level of the workflow, when the reply appears inconclusive for the customer and probably needs reactivation.

f. There is no time limit for rating, but it can only be done when the reply is received and before manual closure of the inquiry.
4. Customer service standards and quality performance indicators

The EMS Unit is responsible for providing reports to members on a monthly and quarterly basis, which represents the performance of each operator regarding customer service. In the case of providers of service or external auditors, the EMS Unit will coordinate their services.

Customer service is part of the KPIs of the EMS Cooperative. EMS operators shall make every possible effort to improve their achievement of service of standards, including maintaining a quality control programme.

4.1 EMS Operational Guide

In the EMS Operational Guide there is a section dedicated to customer service and call centres. Each designated operator of EMS service must publish the respective information. From the information published, tests and measurements shall be applicable based on the EMS standards, such as telephone and e-mail.

4.2 Working period

a. It is up to each call centre to establish their hours and days of operation (local time), and publish it in the EMS Operational Guide, for information purposes.

b. For measurement purposes, it is considered eight consecutive working hours per working day and five working days per week as long as they are configured directly in Rugby-GlobalCSS.

c. Local times are always considered.

4.3 Holidays configurations

a. For EMS customer care performance measurement, only those holidays published in Rugby-GlobalCSS will be considered valid. Rugby-GlobalCSS allows managers to individually submit their call centres' non-working days.

b. Holidays updates must be done on two different platforms, one in the Operational Guide and the other in Rugby-GlobalCSS.

c. Broadcasts messages sent in Rugby-GlobalCSS regarding holidays are for information only, and will not be considered for measurement purposes unless the correct procedures have been followed.

d. Holidays that are not set in the annual submission must be submitted as soon as possible. Late and additional requests must be submitted via the EMS Unit and will be implemented only subject to approval.

4.4 EMS standards

Annually, EMS Cooperative members vote for standards on their EMS product and service, which includes "call centre performance". EMS call centre agents shall be coached to act and comply with standards which have been set up. Please consult the EMS Standards S3 document for reference.

EMS members have decided in the EMS standards that call centre requirements are related to the information published in the EMS Operational Guide and the exchange of information between countries done in Rugby-GlobalCSS.

For reference, the document "EMS standards" must be consulted, and can be found on the EMS Cooperative website [www.ems.post](http://www.ems.post).

4.5 EMS Business Plan – Key Performance Indicator (KPI), Quality Response Time

The Business Plan KPI for customer service is designated by "customer service response quality", and is an indicator that serves for EMS Cooperative Performance Awards. The KPI is a combination of different performance indicators and are weighted according to the table below:
<table>
<thead>
<tr>
<th>Performance indicator</th>
<th>Weighted criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. On-time response</td>
<td>0.50</td>
</tr>
<tr>
<td>2. Inquiry resolution rate after first level of investigation</td>
<td>0.25</td>
</tr>
<tr>
<td>3. Closed cases within 15 working days</td>
<td>0.25</td>
</tr>
<tr>
<td><strong>KPI – Customer service response quality</strong></td>
<td><strong>1.00</strong></td>
</tr>
</tbody>
</table>

Note: The previous criteria will still be subject to approval of the EMS Cooperative. This initial criteria will be the one to be used in the year of transition.

4.6 EMS KPIs

EMS KPIs represent the activity of agents in all inquiries within the system, and not by sampling. All indicators serve to measure the performance of agents against defined standards, and are split into areas of actuation.

Measurement of call centre response times and quality of responses to inquiries from other call centres shall only be made for those EMS Cooperative members that have implemented Rugby-GlobalCSS. Quality response times shall be measured using the data within the system and shall be made on all inquiries.

4.6.1 On-time response

On-time response is an indicator that represents the percentage of inquiries that were replied to within the defined time standard of each type of request. It takes into consideration all replies given, and all levels of workflow.

The EMS standards 2014 for time reply per each type of request are defined in the table below.

<table>
<thead>
<tr>
<th>Type of request</th>
<th>Reply type level 1 (working days*)</th>
<th>Reply time level 2 (working days*)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update/confirmation item status</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>WPOD</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Disputed delivery</td>
<td>-</td>
<td>5</td>
</tr>
<tr>
<td>Request for change</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Damaged/missing contents</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Missent/redirected/transit</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Customs investigation</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Explanation delay</td>
<td>5</td>
<td>-</td>
</tr>
<tr>
<td>Unexplained return of item</td>
<td>5</td>
<td>-</td>
</tr>
<tr>
<td>COD amount not received</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

*Working days are considered as eight consecutive working hours.

These standards can change annually, in accordance with ballot procedures. For reference, always consult the latest version.

Note: The previous criteria will still be subject to approval of the EMS Cooperative. This initial criteria will be the one to be used in the year of transition.

4.6.2 Resolution rate

The indicator resolution rate measures the percentage of inquiries that do not have any escalation steps after the first reply. In other words, it can represent how many customers were satisfied with the reply provided at the first response, i.e., after the first level of investigation.
4.6.3 Total duration

The indicator 'total duration' measures the difference of time between the date/time of the first request and the last reply, on the same item ID, i.e., same workflow. Notification messages are not taken into consideration because they are not part of the workflow.

It is defined as an EMS standard that the workflow should not take more than 15 working days.

4.7 EMS customer care awards

Annually, EMS call centres are recognized at the EMS General Assembly. Call centres must follow the EMS standards for customer service for the usage of the standardized system for international inquiries for EMS. The EMS customer care award plan will be developed during 2014 for members' approval.

4.8 Force Majeure

When a designated operator experiences an event or occurrence that is considered to be a Force Majeure, it must inform the International Bureau by following the correct procedure. Procedures for force majeure are defined under UPU regulations for all products. All information is published on the UPU website http://www.upu.int/en/the-upu/ems-cooperative/force-majeure.html. It can also be found as an Annex within the EMS procedures.
CONTACT FORM

Customer care and Rugby-GlobalCSS

Each member should inform the EMS Unit when there is a change in its contact points. Please complete this form, in capital letters, and return it as soon as possible to:

International Bureau of the UPU
EMS Unit
P.O. Box 312
3000 Berne 15
Switzerland

Fax: + 41 31 351 52 00
E-mail: ems.unit@upu.int

Administration/EMS Operator:

Please provide below the name, job title, address, e-mail and contact numbers of the person or persons whom you wish to be the point of contact for:

A Customer care contact – for communications concerning customer care manual and procedures and customer care system improvements. This person also receives the customer care reports (monthly and quarterly).

<table>
<thead>
<tr>
<th>Name:</th>
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<th></th>
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<tbody>
<tr>
<td>Position/title:</td>
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<tr>
<td>Address:</td>
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<td>E-mail:</td>
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<tr>
<td>Telephone:</td>
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<td>Fax:</td>
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</tbody>
</table>

B Rugby-GlobalCSS contact – This person will receive monthly and quarterly reports for EMS. NOTE: if your contact is already a customer care contact, you do not need to put your name and e-mail here.

<table>
<thead>
<tr>
<th>Name:</th>
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<tbody>
<tr>
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<tr>
<td>Telephone:</td>
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<td>Fax:</td>
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</tbody>
</table>
Countries with e-mail notification

List of countries which benefit from an e-mail notification regarding queries in Rugby-GlobalCSS.

<table>
<thead>
<tr>
<th>Country Code</th>
<th>Country Name</th>
<th>Country Code</th>
<th>Country Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>AI</td>
<td>Anguilla</td>
<td>KY</td>
<td>Cayman Islands</td>
</tr>
<tr>
<td>AG</td>
<td>Antigua and Barbuda</td>
<td>LC</td>
<td>Saint Lucia</td>
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<td>AL</td>
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<td>Barbados</td>
<td>MG</td>
<td>Madagascar</td>
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<tr>
<td>BF</td>
<td>Burkina Faso</td>
<td>MK</td>
<td>the former Yugoslav Republic of Macedonia</td>
</tr>
<tr>
<td>BG</td>
<td>Bulgaria (Rep.)</td>
<td>ML</td>
<td>Mali</td>
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<td>BI</td>
<td>Burundi</td>
<td>MM</td>
<td>Myanmar</td>
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<td>CG</td>
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<td>Trinidad and Tobago</td>
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<td>Guinea</td>
<td>TZ</td>
<td>Tanzania (United Rep.)</td>
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<tr>
<td>GY</td>
<td>Guyana</td>
<td>VC</td>
<td>Saint Vincent and Grenadines</td>
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<td>Croatia</td>
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<td>Vanuatu</td>
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<td>Kiribati</td>
<td>YE</td>
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<tr>
<td>KN</td>
<td>Saint Christopher and Nevis</td>
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</tr>
</tbody>
</table>
**EMAIL NOTIFICATION**

**EMS customer care and Rugby-GlobalCSS**

Please complete this form, in capital letters, and return it by fax or e-mail to:

International Bureau of the UPU  
EMS Unit  
P.O. Box 312  
3000 Berne 15  
Switzerland

Fax: + 41 31 351 52 00  
E-mail: EMS.Unit@upu.int

| Administration/EMS Operator: | ☐ Yes  
☐ No |
|-----------------------------|------|

Agrees to receive e-mail notification of the requests in Rugby-GlobalCSS

Please provide below the name, job title, and e-mail contact of the person or persons whom you wish to receive notifications:

| Name: | ☐ Ms  
☐ Mr |
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Position/title:</td>
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<td>E-mail:</td>
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| Name: | ☐ Ms  
☐ Mr |
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<td>E-mail:</td>
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<tbody>
<tr>
<td>Position/title:</td>
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<td>E-mail:</td>
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EMS reasons for request – Rugby-GlobalCSS

The purpose of this annex is to inform Rugby-GlobalCSS users of the EMS reasons for request list.

The objective is to help users choose the correct reason when they request information from their partners. It is mandatory to choose a reason for request for all inquiries between partners.

The following table shows:
– the reason for the request and the corresponding name in the "to do" list;
– which Post is responsible for the required action;
– time to reply for each reason, and if it is a notification or inquiry type;
– what each inquiry level is, and what the applicable cases are;
– some conditions of use for each reason and respective remarks.

N.B. – All the ideas and situations in the "applicable cases" column are suggestions. Please send your ideas to ems.unit@upu.int. The aim is for members to share experiences and to record examples of best practice.
<table>
<thead>
<tr>
<th>#</th>
<th>Reason for request</th>
<th>Name in &quot;to do&quot; list</th>
<th>Post responsible*</th>
<th>Inquiry level **</th>
<th>Definition</th>
<th>Applicable cases</th>
<th>Conditions for creating request/reply (not limited to)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Update/confirmation of item status</td>
<td>Status</td>
<td>Origin</td>
<td>L1 – 1 working day</td>
<td>No information about item status in destination country, due date has expired and available information is unclear or contradictory. The purpose of this request is to obtain or clarify tracking data and obtain information on further treatment of the item to ensure its delivery.</td>
<td>The sender states that the addressee has not yet received the item and the information available on track and trace is not satisfactory. The addressees state that they did not receive the item, while acknowledging that the item was sent. There is no confirmation of arrival of the bag (no RESDES). There is confirmation of arrival of the bag (RESDES but no EMD).</td>
<td>Request: The EMC event must be present. If there is an EME scan event, the agent should use query # 6 &quot;Customs investigation&quot;. If the EMD event is missing, attention must be paid to the transit time between origin and destination; this must be checked so that a request is not created before the expected arrival date. The flight connections, transit times or generic transit times should be taken into consideration: - 2 days – neighbouring countries; - 3 days – inter-region; - 5 days – inter-continent. Reply: The agent needs to check the internal tracking system and/or conduct an investigation in order to obtain an accurate item status. If the item arrived (EMD) indicate the time of arrival and measures being taken to deliver the item and indicate the estimated delivery date.</td>
</tr>
<tr>
<td>2</td>
<td>Request for change, correct address, redelivery or return of item</td>
<td>Request</td>
<td>Origin</td>
<td>L1 – 3 working days</td>
<td>Sender requests destination country to make changes to addressee details, or specific actions in delivery process (redelivery, stop delivery and return item).</td>
<td>The sender requests a change to the address because it is incorrect or details have been omitted. Request for redelivery if sender or addressee claims that the delivery attempt has not been made, or the addressee is unable to pick up the item at the postal counter. Stop delivery and withdraw the item. Provide a CN 17 form for customs purposes.</td>
<td>Request: The addressee's phone number is required in order for the actions to be carried out. The requesting post (origin) needs to understand that the request may fail when it is sent before the item arrives at the OE (EMD scan), as the destination post may not be able to hold the request if the item is delayed in transportation.</td>
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<tr>
<td>3</td>
<td>Item is undeliverable</td>
<td>Undeliverable</td>
<td>Destination</td>
<td>Notification</td>
<td>Destination operator has found item is undeliverable and asks origin operator for instructions for further treatment of the item.</td>
<td>Operations staff in the office of exchange, sorting centre or delivery network report that the item is undeliverable due to an insufficient or incorrect address, an unknown addressee, missing item label, refused by addressee or Customs, etc. and asks for instructions for further treatment. The item should be kept until a decision arrives from the origin, and if the retention period has not expired.</td>
<td>Request: The agent must indicate the reason for non-delivery, the correct address and/or contact the office where the item is held for subsequent measures and the retention period. Reply: The agent must provide the change in address and contact number of addressee and instructions about the measures to be taken. The reply is optional for the destination. In case of no reply from the origin operator, the destination should return the item after the retention period.</td>
</tr>
<tr>
<td>4</td>
<td>WPOD</td>
<td>WPOD</td>
<td>Origin</td>
<td>L1 – 2 working days L2 – 2 working days</td>
<td>Delivery information is available on track and trace but sender wants name of recipient and copy of signature.</td>
<td></td>
<td>Request: The EMI scan event or an answer from a previous message stating that the item was delivered is mandatory. Reply: The agent needs to provide a copy of the WPOD or signed CN 18 form and details of the delivery from the recipient.</td>
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<tr>
<td>5</td>
<td>Disputed delivery</td>
<td>Disputed</td>
<td>Origin</td>
<td>L2 – 5 working days</td>
<td>The sender disputes delivery of an item, whilst the track and trace system shows delivered. The sender disputes delivery and this query serves to obtain additional information about the delivery.</td>
<td></td>
<td>Request: The EMI scan event or an answer from a previous message stating that the item was delivered is mandatory. Reply: The agent needs to provide a signed CN 18 form. If the delivery agent cannot provide this, the item should be considered lost. For determination of liability, follow the EMS Manual instructions.</td>
</tr>
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<tr>
<td>6</td>
<td>Customs investigation</td>
<td>Customs</td>
<td>Origin/ Destination</td>
<td>L1 – 3 working days</td>
<td>Item or part of its contents is retained or seized by customs authorities or another governmental agency; serves to obtain documents in order to release the item from Customs. The item is under customs authority power if a proof of seizure (CN 13) has been transmitted to the origin or the related tracking reason code 19 or 64 has been generated. Posts are not responsible for the release of the item, only for the collaboration between the customer and the customs authorities.</td>
<td>The sender asks about instructions regarding releasing the item from Customs.</td>
<td>Request: If there is an EME scan, the item is held by the customs authorities. In tracking systems, the reason should be shown. The most recent reason for retaining an item is a missing or inappropriate invoice or CN 23 document. The sender or addressee should provide these documents to the customs authority. It is possible to send these documents via Rugby or directly to the customs office. Reply: The agent needs to provide the necessary requirements to release the item from Customs, the custom authority contact, or the custom clearance time, if the item is no longer being held.</td>
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<tr>
<td>7</td>
<td>Damage/missing contents</td>
<td>Damage</td>
<td>Origin/ Destination</td>
<td>L1 – 3 working days</td>
<td>Item was found with damage/missing contents in any phase of processing; inform counterpart operator about occurrence.</td>
<td>The operations staff in the office of exchange, sorting centre or delivery network report that the item has been found damaged or with missing contents. In case of concealed damage, addressee may launch the query in the specific time frame according to national law, usually no later than 24 hours after delivery.</td>
<td>Request: If this request is initiated by the operator where the damage is found, the CN 24 (Damage Report) must be attached, and the subsequent measures taken. Reply: Agent needs to provide instructions about sender's disposal and subsequent indemnity procedure. For determination of liability, the EMS Manual instructions should be followed.</td>
</tr>
<tr>
<td>8</td>
<td>Missent/redirected in transit</td>
<td>Missent</td>
<td>Origin/ Destination</td>
<td>L1 – 3 working days</td>
<td>Item was sent to incorrect destination country; serves to locate item and enable transit details and instructions for further treatment.</td>
<td>The origin operator discovers that the item has been missorted/ misrouted and advises the transit country regarding the correct forwarding of the item. The transit country discovers that the item arrived out of course or without a delivery label and address and asks about instructions for subsequent treatment.</td>
<td>Request: The agent should provide full dispatch, routing details and instructions for forwarding. Reply: The reply to this request should provide transit or forwarding details such as OE code, date and number of dispatch and routing details, etc.</td>
</tr>
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| 9  | Explanation of delayed delivery/processing            | Delayed              | Origin            | L1 – 5 working days | Delivery of the item was delayed according to delivery standards.         | The delivery was delayed according to the delivery standards and sender seeks the reason for the delay. | Request: A query of this type should be used in the case of an existing EMH/EMI event (item attempted/delivered).  
Reply: The agent provides a reason for the delay even though the delivery operator is not liable for late delivery. |
| 10 | Unexplained return of item                            | Returned             | Origin            | L1 – 5 working days | Item is returned with no reason provided and sender seeks clarification. | The sender states that the item was returned with no reason provided.                                    | Request: The agent should provide the full address of the addressee and a copy of the address label.  
Reply: The agent needs to provide a conclusive reason, even if it is an operational error. There is no liability for operational error and the answer needs to be factual. |
| 11 | COD (cash-on-delivery) amount not received             | COD                  | Origin            | L1 – 5 working days | Sender claims that COD amount was not returned even though the item was delivered. | If the operator provides a COD service, this type of query should be used to enable details regarding the money transfer. |
Operations pipeline – item tracking events

Tracking events
EMA – Posting
EMB – Arrival at outward Office of Exchange
EMC – Departure from outward Office of Exchange
EMD – Arrival at inward Office of Exchange
EME – Held by Customs
EMF – Released by Customs / Departure from inward Office of Exchange
EMG – Arrival at depot
EMH – Attempted delivery
EMI – Final delivery
Transport events

- PC PRECON (Consignment created at origin)
- RC RESCON (Consignment arrived at destination)
- PD PREDES (Dispatch created at origin)
- RD RESDES (Dispatch arrived at destination)
- CT CARDIT (Receptacle loaded – airmail only)
- RT RESDIT (Receptacle offloaded – airmail only)

**Important:** transport events are always generated on a receptacle level.
For those partners who apply EMSEVTv3 more detailed events are added, according to the following:
- In white: EMSEVT v1 events
- In orange: EMSEVT v3 events

<table>
<thead>
<tr>
<th>Event type</th>
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</tr>
</thead>
</table>
| EMA        | Posting/collection| This event indicates the place and time of posting the item. After creating this event, the item is ready for processing through the postal network. | Do not ask anything of the destination partner. All arrangements are on the origin side:  
- Check if the item has already left the origin country.  
- If the item has left, ask for the documentation to confirm.  
- Check the time/date of the EMC event and follow the instructions for the EMC event. (There may be a question from the addressee / destination, if there are no tracking events). | Origin events |
<p>| EMB        | Arrival at outward Office of Exchange | This event indicates that the item has arrived at the outward OE and it is ready for processing. | | |
| EXA        | Item presented to export customs | | | |
| EXB        | Item held by export customs | | | |
| EXC        | Item returned from customs | | | |
| EXD        | Item held at outward Office of Exchange | | | |
| EXX        | Export cancellation | | | |
| EMC        | Departure from outward Office of Exchange | This event indicates that the item is in a receptacle and the dispatch is ready for transport. | If EMC is done, but according to the procedure EMD is delayed, a request should be made from origin to destination to check airport/OE handling. It is useful if the origin has the delivery bill of the consignment from the flight showing they handed over the consignment at the destination airport. | |
| PREDES     | PRE-advice of DESpatch | The PREDES message provides information about a dispatch and shipment of mail receptacles (e.g. bags, trays) of the same mail category and class sent from one post to another. PREDES is created at the origin OE and sent to the destination OE. It is used to pre-advise the destination post and for inter-post accounting settlement. It is the electronic equivalent of the paper Letter Bills CN31 and Parcel Bills CP87, as well as receptacle labels and the list of items. | Transport events |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>PRECON</td>
<td>PRE-advice of CONsignment</td>
<td>The PRECON message provides information about a consignment, a group of mail receptacles which have been prepared for handover to an airline for transport between the two posts concerned, and is used to pre-advice the destination post, thereby facilitating resource planning for the processing of the incoming mail. It is the electronic equivalent of the copies (sent from the origin post to the destination post) of the paper Delivery Bills CN38 and CN41.</td>
<td></td>
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<tr>
<td>EMJ</td>
<td>Arrival at transit Office of Exchange</td>
<td>Events J and K are created when an item goes to the destination through open dispatch by a transit operator. Transit operators scan these events when an item arrives at the OE and departs from the transit OE.</td>
<td>Do not ask in Rugby, because the system is item oriented and the transit partner cannot see it at item level.</td>
<td>Transit events</td>
</tr>
<tr>
<td>EMK</td>
<td>Departure from transit Office of Exchange</td>
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<tr>
<td>RESCON</td>
<td>RESponse to CONsignment pre-advice</td>
<td>The RESCON message confirms the mail was received from the airline at the destination airmail unit. It provides information regarding the receptacles within the consignment that have been scanned by the destination post at or shortly after handover from the airline or ground handler.</td>
<td></td>
<td>Transport events</td>
</tr>
<tr>
<td>RESDES</td>
<td>RESponse to DESpatch pre-advice</td>
<td>The RESDES message confirms arrival at the destination Office of Exchange and provides information regarding the receptacles by the destination post, thereby advising the origin post and confirming when the mail is ready for processing.</td>
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<tr>
<td>EMD</td>
<td>Arrival at inward Office of Exchange</td>
<td>This event shows time of arrival of the item at inward OE.</td>
<td>When the dispatch has arrived, but no EMD event of the item has been recorded, all bags or items are being handled at the destination. This information can be used to calculate the predicted time when an item should be delivered according to the delivery standards published in the Operational Guide.</td>
<td>Destination events</td>
</tr>
<tr>
<td>EDA</td>
<td>Held at inward OE</td>
<td>The date and time of the decision to hold the item at inward OE.</td>
<td></td>
<td>Destination events</td>
</tr>
<tr>
<td>EDB</td>
<td>Item presented to import customs</td>
<td>The date and time of the decision that the item has to be presented or made available for inspection to import customs.</td>
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</tbody>
</table>

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**Event types:**
- **PRECON:** PRE-advice of CONsignment
- **EMJ:** Arrival at transit Office of Exchange
- **EMK:** Departure from transit Office of Exchange
- **RESCON:** RESponse to CONsignment pre-advice
- **RESDES:** RESponse to DESpatch pre-advice
- **EMD:** Arrival at inward Office of Exchange
- **EDA:** Held at inward OE
- **EDB:** Item presented to import customs
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<td>EME</td>
<td>Handed over to customs</td>
<td>If items contain merchandise or other articles (subject to duty), it should receive this event.</td>
<td>Sometimes, items are held at customs for a long period of time and for different reasons. A document may be missing and/or the addressee needs to be notified. In these cases, origin may request the destination to make the arrangements. Some tracking systems provide information about the reason for being held (such as invoice missing). Customs clearance times per country are published in the Operational Guide.</td>
<td>Destination events</td>
</tr>
<tr>
<td>EDC</td>
<td>Item returned from Import customs</td>
<td>The date and time when the customs authorities return the item to the postal operator.</td>
<td></td>
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<tr>
<td>EMF</td>
<td>– Departure from inward Office of Exchange – Returned from customs</td>
<td>This event shows items have passed the customs procedure or sorting procedure at the inward OE and are ready for processing through the internal postal network.</td>
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<tr>
<td>EDD</td>
<td>Item into sorting centre</td>
<td>The date and time when the item is received at the sorting centre.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EDE</td>
<td>Item out of sorting centre</td>
<td>The date and time when the item leaves the sorting centre.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMG</td>
<td>Arrival at delivery office</td>
<td>This event indicates that the item has arrived at the local delivery office and it is handed over to the delivery personnel.</td>
<td>It may happen that a delay occurs and the item needs urgent handling. The origin may ask to contact the addressee and arrange delivery ASAP.</td>
<td></td>
</tr>
<tr>
<td>EDF</td>
<td>Item held at delivery depot</td>
<td>The date and time of the decision to hold the item at the delivery office/depot.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EDG</td>
<td>Item out for physical delivery</td>
<td>The date and time of departure from the delivery depot/office for delivery.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EDH</td>
<td>Item arrival at collection point for pick up</td>
<td>The date and time when the item is delivered at a collection point e.g. pack station, shop for collection by the addressee.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EDX</td>
<td>Import cancellation</td>
<td>The date and time of the awareness that the item will not be delivered to the addressee. Reason: item seized by customs; item being returned; item being destroyed.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMH</td>
<td>Attempted delivery</td>
<td>This event indicates that a delivery attempt was made but the item is not delivered. Some tracking systems provide reasons for non-delivery and next steps in processing.</td>
<td>Agent has to know how many attempts are undertaken by destination: check Operational Guide.</td>
<td>Destination events - final events</td>
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| EMI        | Final delivery    | This event indicates that the item was delivered to the addressee. Some tracking systems provide name of recipient. | If there is problem with the EMI event:  
  – It may be the origin seeing a delay and wants to know the reason.  
  – It may happen that the item is delivered, but the sender states not to the correct addressee; in this case the WPOD process is followed. Recipient and addressee must be checked by the destination: correctly done or misrouted / misdelivered? If nothing else is available, then declaration from addressee should be sought. |         |