

Dear Sir/Madam,

The UPU's Operations and Accounting Review Group (OARG) would like to bring to the attention of all member designated operators the existence of instructions for completing UPU forms.

Each instruction document focuses on one UPU form and provides detailed instructions for completing it.

The instruction documents are practical documents meant to assist with the effective use of forms defined in UPU Regulations.

Instructions in English and French are currently available for forms CN 16, CN 31, CN 32, CN 33, CN 43, CN 53, CP 78 and CP 87. They are freely available on the UPU website in English at: www.upu.int/en/resources/documentation-centre/forms/form-completion-instructions.html;

and in French at: <http://www.upu.int/fr/ressources/centre-de-documentation/formules/instructions-pour-completer-les-formules.html>.

On the UPU website, a link to the page with form completion instructions is also provided on the main pages devoted to letter post and parcels.

More instructions will be added over time, in particular for new forms or when existing forms are modified.

The OARG encourages all member designated operators to consult these instructions and use them as guidelines.

Yours faithfully,

Abdel Ilah Bousseta
Director of Operations and Technology