

## Postal Statistics 2020

### Introduction

Each year, member countries provide the UPU International Bureau with postal statistics data. This data, which relates to the activities of designated operators, is published annually in the Postal Statistics yearbook, and is accessible through the UPU website, at <https://www.upu.int/en/Universal-Postal-Union/Activities/Research-Publications/Postal-Statistics>. It forms the basis of global and regional analyses carried out by the International Bureau in the postal development field.

From 2015, the UPU Council of Administration decided to collect annually basic data on the entire letter, parcel and express delivery market. This questionnaire is therefore addressed to the governmental bodies responsible for overseeing the postal affairs of member countries. Its aim is to make available data that will provide an overview of the entire postal and express delivery sector, both at national level and worldwide.

The entire letter, parcel and express delivery market in a country consists of:

- the designated operator (UPU Convention, article 2), which also has the obligation to provide a universal service;
- other operators that do not have this obligation.

The aggregate data for all the operators that exist in the country (headings 901, 910, 920, 921, 922) will be published for each country individually in the Postal Statistics yearbook.

To help maintain the quality of the postal statistics database, you are asked to:

- complete all the sections of the questionnaire as carefully as possible;
- supply all the data you can, in order to minimize the amount of missing data;
- give the reason for any data not being supplied by using the codes ND (data not available), NG (negligible amount) or 0 (quantity nil).

### Definitions

To make the data consistent with that supplied by designated operators and to make the questionnaire easier to understand, the following definitions are provided. Please read the definitions carefully before answering each question. If your data are not defined in the same way, please provide us with the definitions you use.

- Number of staff: staff means all employees performing their functions including part-time staff, i.e. employees working for less than the normal number of working hours each week.
- Licensed, authorized or declared operator: operator which provides letter, parcel and express delivery services, but which is not necessarily responsible for providing universal services or fulfilling the obligations arising from the UPU Acts.
- Letter post: letter-post items essentially consist of letters, postcards, printed papers (newspapers, periodicals, advertising, etc.), small packets, items for the blind and, as applicable in the domestic service, commercial papers or samples of merchandise; items should not exceed 2 kg in weight.
- Parcels: non-express items containing mainly goods. Parcels included should not exceed 50 kg.
- Express items: items containing correspondence, documents and goods which are processed in the most rapid way. Again, the items included should not exceed 50 kg.

Please read the definitions carefully when completing the questionnaire

**Staff of letter, parcel and express delivery operators**

Please indicate the number of staff employed by all the licensed, authorized or declared operators. If the exact figures are not available please provide estimates.

		Number of staff
910	Number of staff (at 31 December)	

**Letter, parcel and express delivery market: traffic**

Please indicate the number of items processed by all licensed, authorized or declared operators. If the exact figures are not available please provide estimates.

<b>Letter delivery services</b>		Number of items
920	Domestic service and international outbound	

<b>Parcel delivery services</b>		Number of items
921	Domestic service and international outbound	

<b>Express delivery services</b>		Number of items
922	Domestic service and international outbound	

**Period of reference**

Please indicate the period to which the statistical data relates:

Start date: \_\_\_\_\_ (day/month/year)

End date: \_\_\_\_\_ (day/month/year)

**Additional comments**

*Thank you for taking the time to complete this questionnaire.*