

DECISION OF THE JOINT COMMITTEE OF THE CENTRAL EUROPEAN FREE TRADE AGREEMENT

No. 3/2024

on Inter-Party Parcel Delivery Services

Adopted on 9 October 2024

TITLE I

GENERAL PROVISIONS

Article 1

Purpose

1. This Decision seeks to improve the inter-Party parcel delivery services within CEFTA by laying down minimum requirements for purposes of:
 - a. harmonising the legal and regulatory frameworks of intra-Party and inter-Party parcel delivery services;
 - b. enhancing the regulatory oversight of parcel delivery services;
 - c. increasing the transparency of certain single-piece tariffs through publicly available publication;
 - d. ensuring information for consumers made available by traders concerning inter-Party parcel delivery services;
 - e. enhancing non-regulatory Party and inter-Party parcel delivery services practices, including standardisation;
 - f. recommending possible carbon neutral inter-Party parcel delivery services within CEFTA, noting that the European Green Deal¹ would be an opportunity to establish a greener and more sustainable inter-Party parcel delivery services environment; and
 - g. improving administrative cooperation among the Parties regarding parcel delivery services.

Article 2

Scope

1. This Decision shall apply to inter-Party parcel delivery services, including non-regulatory aspects of these services concerning electronic commerce using alternative business models, drawing on collaborative economy intermediary services.

¹ Communication from the Commission to the European Parliament, the European Council, the Council, the European Economic and Social Committee and the Committee of the Regions "European Green Deal", COM/2019/640 final.

Article 3

Definitions

1. For the purposes of this Decision, the following definitions shall apply:
 - a. “Party”: a Party to the Central European Free Trade Agreement (CEFTA);
 - b. “postal service”: services including the clearance, sorting, transport, and distribution of postal items;
 - i. “clearance”: the operation of collecting postal items by a postal service provider;
 - ii. “distribution”: the process from sorting at the destination centre to delivery of postal items to their addressees;
 - c. “postal service provider”: undertaking that provides one or more postal services;
 - d. “postal item”: an item addressed in the final form in which it is to be carried by a postal service provider. In addition to items of correspondence, such items also include, for instance, books, catalogues, newspapers, periodicals, and postal parcels containing merchandise with or without commercial value. In this context, it is assumed that postal items, which are over 20 mm thick, contain goods other than items of correspondence, whether handled or not by the USP;
 - e. “item of correspondence”: a communication in written form on any kind of physical medium to be conveyed and delivered at the address indicated by the sender on the item itself or on its wrapping. Books, catalogues, newspapers and periodicals shall not be regarded as items of correspondence;
 - f. “universal service provider (USP)”: the public or private postal service provider providing a universal postal service or parts thereof within a Party;
 - g. “authorisations”: any permission setting out rights and obligations specific to the postal sector and allowing undertakings to provide postal services and, where applicable, to establish and/or operate their networks for the provision of such services;
 - h. “user”: any natural or legal person benefiting from postal service provision as a sender or an addressee;
 - i. “parcel”: a postal item containing goods with or without commercial value, other than an item of correspondence, with a weight not exceeding 31,5 kg;
 - j. “parcel delivery services”: are services involving clearance, sorting, transport and distribution of parcels, including pick-up services, and when they are provided by express and courier service providers, as well as consolidators. Transport alone that is not undertaken in conjunction with one of the steps of a postal service mentioned above (*i.e.*, clearance, sorting and distribution) falls outside the scope of parcel delivery services, including when carried out by subcontractors,

either in the context of alternative business models or not, as it should in that case be assumed that this activity is part of the transport sector;

- k. “parcel delivery service provider”: an undertaking that provides one or more parcel delivery services with the exception of undertakings established in one Party alone, that only provide parcel delivery services in that Party as part of a sales contract and as part of the contract personally deliver goods that are subject of that contract to the user;
- l. “subcontractor”: an undertaking that provides the clearance, sorting, transport or distribution of parcels for the parcel delivery service provider, unless otherwise defined by the Party;
- m. “consumer”: any natural person, who is acting for purposes that are outside his or her trade, business, craft, or profession;
- n. “trader”: any natural person or any legal person, irrespective of whether privately or publicly owned, who is acting, including through any other person acting in its/his/her name or on its/his/her behalf, for purposes relating to its trade, business, craft, or profession in relation to contracts.
- o. “essential requirements”, as referred to in Article 4 of this Decision: general non-economic reasons, which can induce a Party to impose conditions on the supply of parcel services. These reasons are the confidentiality of correspondence, security of the network as regards the transport of dangerous goods, respect for the terms and conditions of employment, social security schemes, laid down by law, regulation, or administrative provisions and/or by collective agreement negotiated between social partners, in accordance with the law, regulation, or administrative provisions of the Party and, where justified, data protection, environmental protection, and regional planning. Data protection may include personal data protection, the confidentiality of information transmitted or stored, and protection of privacy

TITLE II

REGULATORY MEASURES TO IMPROVE INTER-PARTY PARCEL DELIVERY

Article 4

Conditions governing the provision of parcel delivery services

1. For parcel delivery services, which fall outside the scope of the universal service, Parties may introduce general authorisations to the extent necessary to guarantee compliance with the essential requirements.
2. The procedures, obligations, and requirements referred to in paragraph 1 shall be transparent, accessible, non-discriminatory, proportionate, precise, and unambiguous, made public in advance, and based on objective criteria.

3. Parties shall ensure that the reasons for refusing or withdrawing an authorisation in whole or in part are communicated to the applicant and shall establish an appeal procedure.

Article 5

Provision of information

1. Parties shall ensure that all parcel delivery service providers submit to the Party in which they are established the following information, unless that Party has already requested and received it:
 - a. their name, legal status and form, registration number in a trade or similar register, value added tax (VAT) identification number, the address of their establishment, and the contact details of a contact person;
 - b. the characteristics, and, where possible, a detailed description, of the parcel delivery services they offer; and
 - c. their general terms and conditions for parcel delivery services, including details of complaints procedures for users and any potential limitations of liability.
2. Parties shall ensure that parcel delivery service providers inform the Party in which they are established, of any change to the information referred to in paragraph 1 within 30 days of the change.
3. Parties shall ensure that by 30 June of each calendar year, all parcel delivery service providers submit to the Party in which they are established the following information, unless that Party has already requested and received it:
 - a. the annual turnover in parcel delivery services for the previous calendar year in the Party in which they are established, broken down into intra-Party, incoming and outgoing inter-Party and incoming and outgoing non-Party parcel delivery services ;
 - b. the number of persons working for them over the previous calendar year involved in the provision of parcel delivery services in the Party in which they are established, including breakdowns showing the number of persons by employment status, and in particular, those working full-time and part-time, those who are temporary employees, and those who are self-employed;
 - c. the number of parcels handled over the previous calendar year in the Party in which they are established, broken down into intra-Party, incoming and outgoing inter-Party and non-Party parcels ;
 - d. the names of their subcontractors, together with any information that they hold concerning the characteristics of parcel delivery services provided by those subcontractors; and
 - e. where available, any publicly accessible price list applicable on 1 January of each calendar year for parcel delivery services.

4. The forms for the submission of the information referred to in paragraphs 1 and 3 of this Article are set out in Annexes I and II to this Decision. Parties may impose information requirements additional to those referred to in paragraphs 1 and 3, provided that they are necessary and proportionate.
5. Paragraphs 1 to 4 shall not apply to any parcel delivery service provider that had, over the previous calendar year, on average fewer than 50 persons working for it and involved in the provision of parcel delivery services in the Party in which that provider is established, unless that provider is established in more than one Party. A Party may include in the threshold of 50 persons the persons working for the parcel delivery service provider's subcontractors.
6. Notwithstanding paragraph 5, a Party may request the information to be submitted under paragraphs 1 to 4 by any parcel delivery service provider, which employed, over the previous calendar year, on average between 25 and 49 persons, where the specificities of the Party concerned so require and provided that it is necessary and proportionate to ensure conformity with this Decision.

Article 6

Transparency of tariffs

1. Parties shall ensure that all parcel delivery service providers operating in more than one Party, other than those excluded by Article 5(5) and (6), provide the Party in which they are established with the public list of tariffs applicable on 1 January of each calendar year for the delivery of single-piece postal items, other than items of correspondence, falling within the categories listed in Annex III to this Decision. That information shall be provided by 31 January of each calendar year.
2. Parties shall without delay and by 28 February of each calendar year submit the public lists of tariffs obtained in accordance with paragraph 1 to the CEFTA Subcommittee on Trade in Services. The CEFTA Secretariat is tasked with their consolidation into a CEFTA list and publication of the CEFTA list on a dedicated website by 31 March of each calendar year and shall ensure that the dedicated website is neutral and non-commercial in character.

Article 7

Assessment of tariffs

1. Based on the public lists of tariffs obtained in accordance with Article 6, the Party shall identify, for each of the single-piece postal items listed in Annex III, the tariffs of the parcel delivery service provider that originates in that Party and that are subject to a universal service obligation that the Party objectively considers necessary to assess.
2. The Party shall objectively assess, in accordance with the regulatory postal services principles for tariffs and transparency of accounts, the tariffs identified under paragraph 1 in order to identify those tariffs that it considers to be unreasonably high. In that assessment, the Party shall, in particular, take into account the following elements:

- a. the intra-Party and any other relevant tariffs of the comparable parcel delivery services in the originating Party and in the destination Party;
 - b. any application of a uniform tariff to two or more Parties;
 - c. bilateral volumes, specific transportation or handling costs, other relevant costs and service quality standards;
 - d. the likely impact of the applicable inter-Party tariffs on individual and small and medium-sized enterprise users including those situated in remote or sparsely populated areas, and on individual users with disabilities or with reduced mobility, where possible without imposing a disproportionate burden.
3. In addition to the elements in paragraph 2, the Party may, when it considers it to be necessary, in particular, also take into account the following elements:
 - a. whether tariffs are subject to a specific price regulation under Party's regulation;
 - b. abuses of a dominant market position established in accordance with relevant applicable regulation.
 4. Parties shall agree guidelines on the methodology to be used in respect of the elements listed in paragraphs 2 and 3. Such guidelines shall follow the practice of the European Union.
 5. For the purposes of the assessment referred to in paragraph 2, the Party shall, when it considers that it is necessary, request any further relevant evidence in relation to those tariffs that is needed for the assessment to be made.
 6. The evidence referred to in paragraph 5 shall be provided to the Party within one month of receipt of the request, together with any justification of the tariffs under assessment.
 7. The Party shall submit its assessment to the CEFTA Subcommittee on Trade in Services by 30 June of the relevant calendar year. In addition, the Party shall provide a non-confidential version of that assessment to the CEFTA Subcommittee on Trade in Services.
 8. The CEFTA Secretariat shall be tasked with consolidation into a CEFTA assessment and publishing of the non-confidential version of the CEFTA assessment without delay and, in any event, within one month of receipt.

Article 8

Information to Consumers

Parties shall ensure that, for contracts falling within the scope of its consumer protection-related law, regulation or administrative provisions, all traders concluding sales contracts with consumers that include the sending of inter-Party parcels shall, where possible and applicable, make available, at the pre-contractual stage, information about the inter-Party and non-Party delivery options in relation to the

specific sales contract and charges payable by consumers for the inter-Party and non-Party parcel delivery, as well as, where applicable, their own complaints-handling policies.

TITLE III

NON-REGULATORY MEASURES TO IMPROVE INTER-PARTY PARCEL DELIVERY

Chapter I

Harmonisation of Standards

Article 9

Standards for postal services and the improvement of quality of service

1. Parties shall ensure that the improvement of the quality of service and the promotion of interoperability between Party's networks and an efficient universal service be continued through the harmonisation of technical and message related standardisation.
2. Parties shall endeavour to draw up technical standards applicable to the postal sector, encouraging and facilitating an appropriate representation and effective participation of all relevant stakeholders, including SMEs, consumer organisations, and environmental and social stakeholders in their standardisation activities
3. This work shall take account of the harmonisation measures adopted at European and global level, such as the work to develop new European standards and European standardisation deliverables in the European Committee for Standardisation (CEN) and those decided upon within the Universal Postal Union.

Article 10

Harmonisation of technical standards within CEFTA

1. Parties shall ensure that the standardisation of postal services and the improvement of quality of service in support of this decision is a strategic priority of CEFTA, which should be further pursued.
2. Parties shall mirror the work conducted in Europe by the European Committee for Standardization (CEN), its Technical Committee 331 (TC331) Postal Services and actively contribute to the revision, the development and, where necessary, to the amendment of standards, including, but not limited to, Party-specific conditions, exceptions, and abbreviations deemed necessary to establish interoperability between Party's networks and inter-Party parcel delivery services.

Article 11

Postal service and inter-Party parcel delivery services standards in support of this Decision

1. Parties shall ensure that the USPs within CEFTA, as well as other postal service providers and parcel delivery service providers, refer to the technical standards listed in Annex IV to this Decision, as state-of-the-art technical standards where necessary in the interest of users and, in particular, when those postal service providers supply information:
 - a. sufficiently detailing and up-to-date by the universal postal service provider(s), other postal service and parcel delivery service providers regarding the particular services offered;
 - b. referencing specially to the general conditions of access to these services; as well as
 - c. referencing to prices and quality of service standards.

Parties shall endeavour to ensure that technical standards for postal services and the improvement of quality of service listed in Annex IV to this Decision, are implemented by the postal service providers.

Measures to ensure access to the postal network under transparent, proportional, and non-discriminatory conditions, as mentioned in Article 4 of this Decision, shall be conducted, inter alia, through the harmonisation of technical and message related standards.

2. Parties shall notify to the CEFTA Subcommittee on Trade in Service how the information to be published in accordance with the first paragraph is to be made available.

Chapter II

Cooperation on green policy matters

Article 12

Reduction of greenhouse gas emissions in the postal sector

1. Parties shall cooperate on sharing knowledge on carbon offsetting emission reduction strategies, climate finance, and climate adaptation measures among Universal Postal Service Providers and other postal sector service providers.
2. Parties shall draw on the reports of greenhouse gas (GHG) emissions caused by receiving, sorting, transporting, and delivering postal shipments per item in Parties where such reporting is already available for intra-Party, inter-Party, and non-Party parcel delivery services.
3. Parties shall endeavour to harmonise and, where necessary, adapt the methodology for the calculation and declaration of GHG emissions and air pollutants of parcel logistics delivery services for the parcel delivery environmental footprint. Sector specific technical harmonisation in Europe shall serve as guidance, complemented by work at the level of the USPs of the Parties.

TITLE IV

ADMINISTRATIVE COOPERATION

Article 13

Cooperation

1. Parties endeavour to promote administrative cooperation with a view to contributing to the proper implementation of this Decision
2. Each Party shall ensure prompt response through the Contact Point for Services to all requests by another Party for specific information on any of its measures of general application in the field of postal services, in particular on inter-Party parcel delivery services, including non-regulatory aspects harmonised by this Decision.
3. Parties shall ensure that they have the necessary resources for the application of this Decision, including sufficient budgetary and other resources, as well as expertise, procedures, and other arrangements.
4. Joint Committee shall establish Working Group to facilitate and supervise the implementation and application of this Decision. Terms of Reference of the Working Group referred in the previous paragraph will be adopted no later than one year upon the adoption of this Decision.

Article 14

Penalties

1. Parties shall lay down the rules on the penalties applicable to infringements of the Title II of this Decision and shall take all measures necessary to ensure that they are implemented. The penalties provided for shall be effective, proportionate, and dissuasive.
2. Parties shall, no later than 12 months after the entry into force of this Decision, notify the CEFTA Subcommittee on Trade in Services of the provisions of their law, regulation or administrative provisions that are adopted pursuant to paragraph 1 and shall notify the Subcommittee, without delay, of any subsequent amendment affecting them.

TITLE V

OTHER PROVISIONS

Article 15

Confidentiality

Any confidential business information provided in accordance with this Decision to any Party or to the CEFTA Subcommittee on Trade in Services shall be subject to strict confidentiality requirements under the applicable provisions under Party's law, regulation, or administrative provisions.

Article 16

Entry into force

This Decision will enter into force two years upon its adoption.

Adopted in Belgrade, on 9 October 2024, in the presence of representatives of all CEFTA Parties.

ANNEX I

Submission of information referred to in Article 5 (1)

Form for the submission of information referred to Article 5(1) of the Decision No. 2/2024² of the CEFTA Joint Committee						
Table 1. Information on the parcel delivery service provider.						
Name						
Legal status and form						
Registration number in a trade or similar register						
VAT identification number						
Address of the establishment						
If applicable, name of the group or a franchised network of parcel delivery service providers to which the parcel delivery service provider belongs						
Date of submission						
Table 2. Contact details of a contact person						
First name and last name						
Function						
Email address						
Phone number						
Table 3. Characteristics of the parcel delivery services offered³						
Steps in the postal delivery chain						
clearance	sorting	transport	distribution	Within the scope of USO⁴	Outside the scope of the USO	Notes / remarks
Table 4. Detailed description of the parcel delivery service offered⁵						
Table 5. General terms and conditions for parcel delivery service⁶						
Link(s):						

² Article 5(5) of the Decision No. 2/2024 of the CEFTA Joint Committee the Party may impose information requirements additional to those referred to in Article 5 (1) of this Decision.

³ Tick the boxes corresponding to services offered. Do not tick the box if the service is offered by a subcontractor.

⁴ USO: means Universal Service Obligation.

⁵ Provide this information where possible and indicate whether added value is offered.

⁶ Attach a copy of the relevant documents in an Annex to this form. Provide also details of complaints procedure for users and any potential limitations of liability. If the relevant documents are available online, provide link(s).

ANNEX II

Submission of information referred to in Article 5 (3)

Article 5(3) of Decision No. 2/2024 of the CEFTA Joint Committee requires all parcel delivery service providers to submit to the Party in which they are established information about the activities of the parcel delivery service provider on an annual basis.

To avoid the double counting of parcels, parcel delivery service providers should, when providing information on the number and turnover of parcels handled over the previous calendar year, indicate whether the parcel delivery services are contracted with the sender or handled on behalf of another parcel delivery service provider.

The submission should also include information on whether the parcels are sent to or received from destinations within CEFTA or outside of CEFTA, as this has an impact on the steps in the postal delivery chain that are undertaken by that provider.

The requested information is to be processed by the Parties and the following forms have been drawn up reflecting the established forms for the submission of information by parcel delivery service providers pursuant to *Regulation (EU) 2018/644*.⁷

Form for the submission of information referred to in Article 5 (3) of the Decision No. 2/2024⁸ of the CEFTA Joint Committee	
Name of the parcel delivery service provider	
Registration number in a trade or similar register	
Date of submission⁹	
Name of contact person	
Year for which information is submitted	

Table 1. Number¹⁰ of parcels handled over the previous calendar year and annual turnover in parcel delivery services for the previous calendar¹¹ year in the Party in which the parcel delivery service provider is established¹².
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⁷ Commission Implementing Regulation (EU) 2018/1263 of 20 September 2018 establishing the forms for the submission of information by parcel delivery service providers pursuant to Regulation (EU) 2018/644 of the European Parliament and of the Council.

⁸ Article 5(5) of Decision No. 2/2024 of the CEFTA Joint Committee the Party may impose information requirements additional to those referred to in Article 5 (1) of this Decision.

⁹ In accordance with Article 5(3), the form is to be submitted by 30 June of each calendar year.

¹⁰ Include items generated by activities related both to standard parcel and to shipments of goods handled in the letter post mail stream.

¹¹ Where information provided is based on estimation, describe the basis of it.

¹² Provide information on actual parcel delivery service provided from an establishment in a Party from a previous calendar year (mentioned above as “year for which information is submitted”).

Table 1.1. Intra-Party parcel delivery services				
	Unit	Contracted with the sender	Handled on behalf of another provider	Remarks
Number of parcels ¹³				
Turnover in parcel delivery services ¹⁴				

Table 1.2. Incoming parcel delivery service				
	Unit	Contracted with the sender	Handled on behalf of another provider	Remarks
Total number of incoming parcels				
of which number of parcel incoming from <u>PARTIES</u>				
of which number of parcel incoming from <u>NON-PARTIES</u>				
of which number of parcel incoming from EU				
Turnover in incoming parcels delivery services				
of which turnover of parcels delivery services incoming from <u>PARTIES</u>				
of which number of parcels delivery services incoming from <u>NON-PARTIES</u>				
of which number of parcels delivery services incoming from EU				

Table 1.3. Outgoing parcel delivery service				
	Unit	Contracted with the sender	Handled on behalf of another provider	Remarks
Number of parcels				

¹³ Indicate in thousand ("000").

¹⁴ Indicate in thousands of Party's currency, VAT excluded.

of which number of parcel outgoing to <u>PARTIES</u>				
of which number of parcel outgoing to <u>NON-PARTIES</u>				
of which number of parcel outgoing to EU				
Total turnover from outgoing parcels delivery services				
of which turnover of parcels delivery services outgoing to <u>PARTIES</u>				
of which turnover of parcels delivery services outgoing to <u>NON-PARTIES</u>				
of which turnover of parcels delivery services outgoing to EU				

Table 2. Number of persons working for the parcel delivery service provider over the previous calendar year involved in the provision of parcel delivery services in the Party in which the provider is established.			
	30 June 20XX	31 December 20XX	Remarks
Full-time			
Part-time			
Temporary employees			
Self-employed			
Total			

Table 3. Information concerning characteristics of parcel delivery services provided by subcontractors of parcel delivery service providers¹⁵						
	Name of subcontractor	clearance	sorting	transport	distribution	Remarks
Total number of subcontractors¹⁶						
Subcontractor 1¹⁷						
Subcontractor 2						
Subcontractor 3						
Subcontractor 4						
Subcontractor 5						

Table 4. Names of subcontractors of parcel delivery service providers¹⁸		
Numbering of subcontractors	Name of subcontractor	Remarks
(...)¹⁹	(...)	

Table 5. Any publicly accessible price list applicable on January 1 of each calendar year for parcel delivery services²⁰	
List attached as Annex ...	
Link(s):	

¹⁵ Provide an estimate of the number of subcontractors that any of the services in the postal delivery chain.

¹⁶ State the number of subcontractors involved in each relevant step (the sum might exceed the total number of subcontractors as some of the subcontractors may provide services at several steps).

¹⁷ Provide the names of the five largest subcontractors and indicate which steps of the delivery chain they provide

¹⁸ Provide information on subcontractors over the previous year

¹⁹ Provide information either directly in the table or attach a document to this form listing the subcontractors

²⁰ Attach the list to this form and, if the list is available online, provide the link(s).

ANNEX III
Transparency of tariffs (Article 6)
and
Assessment of tariffs (Article 7)

Single-piece postal items for which parcel delivery service providers' tariffs are subject to the price transparency measures and the assessment provided for in Articles 6 and 7:

- (a) a 500 g (intra-Party and inter-Party) standard letter;
- (b) a 1 kg (intra-Party and inter-Party) standard letter;
- (c) a 2 kg (intra-Party and inter-Party) standard letter;
- (d) a 500 g (intra-Party and inter-Party) registered letter;
- (e) a 1 kg (intra-Party and inter-Party) registered letter;
- (f) a 2 kg (intra-Party and inter-Party) registered letter;
- (g) a 500 g (intra-Party and inter-Party) track and trace letter;
- (h) a 1 kg (intra-Party and inter-Party) track and trace letter;
- (i) a 2 kg (intra-Party and inter-Party) track and trace letter;
- (j) a 1 kg (intra-Party and inter-Party) standard parcel;
- (k) a 2 kg (intra-Party and inter-Party) standard parcel;
- (l) a 5 kg (intra-Party and inter-Party) standard parcel;
- (m) a 1 kg (intra-Party and inter-Party) track and trace parcel;
- (n) a 2 kg (intra-Party and inter-Party) track and trace parcel;
- (o) a 5 kg (intra-Party and inter-Party) track and trace parcel.

The postal items listed in points (a) to (o) shall meet the following criteria:

1. The size limits of the postal items listed in points (a) to (i) (letter mail products) shall follow the following rule: Length, width and thickness combined: 900 mm, the greatest dimension shall not exceed 600 mm, the smallest dimension shall exceed 20 mm;
2. The parcels listed in points (j) to (o) shall not be smaller than the size prescribed for those listed in points (a) to (i).

Elements to be taken into account when providing the information on the tariffs for points (a) to (o):

- (*) The tariffs corresponding to the postal items shall be single piece and not contain any special discounts on the basis of volumes or on any other special treatment.
- (**) The value of the tariffs shall be provided to the Party net of VAT.
- (***) Providers who offer more than one postal item meeting the criteria above should report the least expensive tariff.

(***) The tariffs above shall correspond to postal items delivered at the home or other premises of the addressee in the destination of the Party, or at other premises requested by the addressee if such tariff includes that option without additional charge.

ANNEX IV

Technical standards for postal services and the improvement of quality of service²¹

No.	Reference of the European Standard
1	EN 13619:2002 Postal services – Mail item processing – Optical characteristics for processing letters
2	EN 13724:2013 Postal services – Apertures of private letter boxes and letter plates – Requirements and test methods
3	EN 13850:2020 Postal services – Quality of services – Measurement of the transit time of end-to-end services for single piece priority mail and first class mail
4	EN 14012:2019 Postal services – Quality of service – Complaints handling principles
5	EN 14508:2016 Postal services – Quality of service – Measurement of the transit time of end-to-end services for single piece non-priority mail and second class mail
6	EN 14534:2016 Postal services – Quality of service – Measurement of the transit time of end-to-end services for bulk mail
7	EN 14615:2017 Postal services – Digital postage marks – Applications, security and design
8	EN ISO 19160-4:2017 Addressing – Part 4: International postal address components and template language

²¹ In line with Commission Implementing Decision (EU) 2021/1827 of 18 October 2021 on standards for postal services and the improvement of quality of service in support of Directive 97/67/EC of the European Parliament and of the Council