

GUIDELINES IN THE TREATMENT OF ADVICE OF RECEIPT/DELIVERY (CN-07) FOR INTERNATIONAL MAIL ITEMS

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To ensure uniform implementation and compliance to UPU regulations in the treatment of Advice of Receipt/Delivery (CN-07) for International Mail Items the following guidelines are hereby prescribed:

I. DEFINITION

Advice of Receipt/Delivery (CN-07) for International Mails is the equivalent of Registry Return Card in the domestic mails the purpose of which is to serve as evidence of receipt by the addressee of the mail sent to him by the sender.

2. TREATMENT OF OUTGOING ADVICE OF RECEIPT/DELIVERY (CN-07)

2.1 As supplementary service Philpost shall provide Advice of Receipt (CN-07) to the following international mail items destined for delivery outside the Philippines except Canada:

Mail Service

(Air, Surface Air-Lifted [SAL] or Surface)

Fees/Charges

Registered Letter – post

PHP 20.00

(Letters, Printed Matters, Small Packets)

Insured & Priority Mails

20.00

Parcel – post

45.00

2.2 The fees/charges for CN-07 card shall be added to the regular postage of every outbound international mail matter availing the service;

2.3 The additional P20.00 or P45.00 postage stamps shall be affixed on the mail matter and not on the CN-02 Card.

2.4 The CN-07 card shall be attached at the back of the envelope for letters and on any part where it can be easily seen without covering the particulars of mailing for packets/parcels. The Postmaster must ensure that the CN-07 is properly attached to avoid detachment and loss.

2.5 The sender shall be required to accomplish the portion “to be filled in by the sender” as indicated in the CN 07 card and write all necessary information such as:

Sender’s Name and Address;

Addressees’ Name and Address

2.6 The Postmaster/authorized personnel shall accomplish the portion “to be completed by the office of origin” as indicated in the CN-07 card:

The Name of Post Office Posting

Date of Posting

Nature of the item mailed

Registry or Parcel Number

Amount of Insurance if mail item posted is insured

2.7 The Postmaster shall ensure that the CN-07 card is properly postmarked

2.8 If the outgoing CN-07 card is returned without having been duly completed in the country of destination, the irregularity shall be notified by the Post Office of Posting to the destination country by means of CN-08. (Annex B – Sample Form of CN - 08)

2.9 If the Postmaster concerned shall assist the sender in accomplishing CN-08 Inquiry Lodged form and the duly accomplished CN-08 with the incomplete CN-07 shall be forwarded by the Postmaster to the following

Office of Exchanges for processing

AIR SURFACE – AIRLIFTED SURFACE

The Manager The Manager

Mail Processing Office Foreign Surface Mail Distribution Center

Central Mail Exchange Office Port Area, 1018 Manila

Domestic Road, 1300 Pasay City Fax No. +63 2 525 7028

Fax No. + 63 2 854 4613 E-mail: ppc_fsmdc@yahoo.com

E-mail: mpo.cs@philpost.gov.ph

Mpo.cs@gmail.com

(The destination country is given 60 days to provide final reply to the CN-08 sent).

2.10 The Offices of Exchange upon receipt of the CN-08 shall:

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accomplish the CN-08, Inquiry form based on the CN-08 received from the Post Office of acceptance and send the same to the destination country.

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inform the sender of the final reply of the destination country on the CN-08 sent.

2.11 Philpost claim no liability for CN-07 form not signed and completed by the addressee or his authorized representatives or non-reply of the CN-08 form in the country of destination.

2.12 For reference marked as ANNEX A is the photo copy of the prescribed CN-07 card which shall be in light red color.

3. TREATMENT OF INCOMING ADVICE OF RECEIPT/DELIVERY (CN-07)

DELIVERY POST OFFICE

3.1 The addressee or his authorized representative shall sign in the CN-07 in the portion “to be completed at point of destination” indicating the following:

Date mail item is received/delivered

Name of the Addressee or recipient

If another person authorized,

Relationship to the addressee

3.2 Delivery office shall detach the duly completed and signed CN-07 forms before delivery/turnover of mail item to the addressee or to the authorized person.

3.3 The name of personnel who delivered the mail item shall sign over his name in the portion “delivered by”. The employee who delivers the mail item with incomplete CN-07 shall reimburse the amount of indemnity paid to the sender by the origin country, if prima facie evidence exists.

3.4 Place postmark of the Post Office of Destination on the space provided for in the portion “to be completed at point of destination.”

3.5 If the addressee/authorized person refused to sign and complete the CN-07 card attached to the item, concerned postal personnel shall indicate on the card the words “ADDRESSEE REFUSED COMPLETION – Item delivered/received on _____.”

3.6 Shall forward the duly completed and signed CN-07 card to the CENTRAL MAIL EXCHANGE CENTER (CMEC).

3.7 CMEC shall dispatch all duly completed and signed CN-07 cards to its origin country a “decouvert and post-free by the quickest route by air.

The Office of the APMG for Administration shall ensure the procurement of CN-07 and CN-08 cards for distribution to Regional Offices and any question regarding the foregoing shall be directed to:

The Assistant Postmaster General for Operations
Attention: The Manager, International Affairs Department
Philippine Postal Corporation
Liwasang Bonifacio, 1000 Manila

Regional Directors/Operations Directors/Postmaster/Window Tellers and all employees concerned are hereby directed to intensively promote and encourage the mailing public to avail of the service in sending their mails internationally.

All Operations Directors/Postal District Managers/Postmasters/Officer-in-Charge are likewise directed to closely monitor the implementation of this Circular within their regions.

Be guided accordingly.

Adopted: 07 February 2011

(SGD.) ATTY. ANTONIO Z. DE GUZMAN, CESO I
OIC, Postmaster General & CEO

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