



**SLOVENSKI STANDARD**  
**SIST-TS CEN/TS 17073:2017**  
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**Poštnе storitve - Vmesniki za pakete v čezmejnem prometu**

Postal services - Interfaces for cross border parcels

Postalische Dienstleistungen - Schnittstellen für grenzüberschreitende Pakete

Services postaux - Interfaces pour les colis transfrontaliers

**Ta slovenski standard je istoveten z: CEN/TS 17073:2017**

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**ICS:**

03.240	Poštnе storitve	Postal services
35.040.50	Tehnike za samodejno razpoznavanje in zajem podatkov	Automatic identification and data capture techniques
35.240.69	Uporabniške rešitve IT pri poštnih storitvah	IT applications in postal services

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TECHNICAL SPECIFICATION  
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# CEN/TS 17073

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English Version

## Postal services - Interfaces for cross border parcels

Services postaux - Interfaces pour les colis  
transfrontaliers

Postalische Dienstleistungen - Schnittstellen für  
grenzüberschreitende Pakete

This Technical Specification (CEN/TS) was approved by CEN on 11 May 2017 for provisional application.

The period of validity of this CEN/TS is limited initially to three years. After two years the members of CEN will be requested to submit their comments, particularly on the question whether the CEN/TS can be converted into a European Standard.

CEN members are required to announce the existence of this CEN/TS in the same way as for an EN and to make the CEN/TS available promptly at national level in an appropriate form. It is permissible to keep conflicting national standards in force (in parallel to the CEN/TS) until the final decision about the possible conversion of the CEN/TS into an EN is reached.

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EUROPEAN COMMITTEE FOR STANDARDIZATION  
COMITÉ EUROPÉEN DE NORMALISATION  
EUROPÄISCHES KOMITEE FÜR NORMUNG

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## European foreword

This document (CEN/TS 17073:2017) has been prepared by Technical Committee CEN/TC 331 “Postal services”, the secretariat of which is held by NEN.

According to the CEN/CENELEC Internal Regulations, the national standards organisations of the following countries are bound to announce this Technical Specification: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

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## Introduction

Using new communication and information technologies, postal operators move beyond what is traditionally regarded their core postal business. They are meeting higher customer expectations, expanding the range of products and value-added services and use electronic advanced data for interconnecting global networks.

Standardized processes in operations and communication are the foundation for effective postal operations. The Technical Committee CEN/TC331 "Postal Services" maintains and develops a growing number of standards to improve the exchange of Postal item related information between postal operators. One of the leading aims is to promote the compatibility of CEN/TC331 standardization efforts with those of the Universal Postal Union and its international initiatives and standardization undertaken by the wider postal service stakeholders.

The European Commission has identified the completion of the Digital Single Market (DSM) as one of its 10 political priorities, which was adopted on the 6 May 2015, with 16 initiatives to be delivered by the end of 2016.

The Digital Single Market Strategy is built on three pillars which the first goal is to improve the access for consumers and businesses to digital goods and services across Europe, including e-commerce selling channel. E-commerce has significant potential for contributing to economic growth and employment. Through this Roadmap, the Commission aimed to ensure quick improvements in parcel delivery.

The Commission's Communication on ecommerce and online services identifies the delivery of goods purchased online as one of the top five priorities to boost e-commerce and its importance has been reiterated by the Council of the European Union and the European Parliament. Delivery is indeed critical as it has a substantial impact on facilitating e-commerce trade and is a key element for building trust between sellers and buyers.

Under the framework of the Union Work program for European standardization for 2015, requesting for a focus on the cross border parcel services to emphasize the development of this market with a specific focus on the small and medium size e-merchants by easing the use of cross border shipments by simplifying the initial interface, improving the track and trace event management if different logistics operators involved in the delivery chain, improving the integration with software solutions commonly used by e-merchant.

In response to the ever-growing need for more effective and integrated cross-border ecommerce solutions, designated Postal Operators in Europe have developed "E-Commerce Interconnect" using proprietary specifications and standards, such as a UPU Standard, adopted in February 2016 on "Postal-item label".

E-commerce associations, courier-, express- and postal services in Europe came together to bridge between proprietary specifications and non-for-profit solutions, already used by the wider European e-commerce community for supply chain management, to standardize delivery chain management, so that all (including the designated operators represented by the UPU) can use the same standard.

## 1 Scope

This Technical Specification will specify the interface between the e-merchant (any commercial customer sending parcels) and the first logistic operator.

The interface is composed on two items:

- the physical label attached on the postal item: contents, sizes, minimum requirements to guarantee the quality and efficiency of the logistic process (sorting, delivery).
- the electronic exchanges between the sender and the logistic operator with the description of the data to be provided, the format of the exchanges.

While designated operators of UPU have drawn up business requirements using proprietary standards and related data components, online merchants have developed open, not-for-profit standards for final delivery which are integrated into their existing supply chain management environment.

The Technical Specification aims to specify the interface between the e-merchant (any commercial customer sending postal items) and the first logistic operator composed by incorporating the 3 elements:

- physical label attached to the postal item with information for item identification;
- electronic exchanges between the sender and the logistic operator concerning parcels dispatch;
- data needed for various delivery chain parts, in particular final delivery to the recipient, in order to facilitate exchange between the item-specific identifiers

NOTE 1 The last element enables the growth of integrated, data-driven systems which support highly efficient and customer-driven cross-border e-commerce. This reflects the current trend to B-to-B-to-C delivery solutions in the European and international cross border e-commerce markets. Delivery from original source to final consumer can be split over more than one service provider.

NOTE 2 C-to-B-to-B-to-C solutions will be an extension, in particular when returns are specified. The “first C” would indicate that consumers wishing to return items, or induct items themselves, will be able to print labels following the fundamentals specified in this standard.

E-merchant exchange data with logistic operators (i.e. the postal operators, but not limited to those designated to fulfil the rights and obligations of UPU member countries) to help, simplify and enable the consequential logistic and transactional tasks. The establishment of common definitions and electronic formats, safeguards the reliability and decreases the overall costs by avoiding software development costs, multiple printing equipment, over-labelling during the process, and the manual sorting.

## CEN/TS 17073:2017 (E)

## 2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

prEN ISO 19160-4<sup>1</sup>, *Addressing - Part 4: International postal address components and template languages (ISO/DIS 19160-4:2016)*

ISO/IEC 15459-1, *Information technology — Automatic identification and data capture techniques — Unique identification — Part 1: Individual transport units*

## 3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

NOTE UPU/designated operator specific terminology used in this document, are defined in the UPU Standards glossary, in documents referred to in Normative References and in the Bibliography.

### 3.1 postal item

item dispatched by a postal operator in a country, in particular items containing goods

Note 1 to entry: In Europe, most Courier, Express, or Parcel operators would qualify to be a postal operator.

### 3.2 good

letter-post, parcel-post, express or courier item consisting of any tangible and movable object other than money, including objects of merchandise, which does not fall under the definition of "document"

### 3.3 document

letter-post, parcel-post, express or courier item consisting of any piece of written, drawn, printed or digital information, excluding objects of merchandise

## 4 Symbols and abbreviations

The symbols, other than those provided in Annex B (for those used in the UPU environment) and abbreviations other than described below, used in this document are defined in the UPU Standards glossary.

### EANCOM®

The trademark EANCOM® is composed from EAN (European Article Number, today: GTIN, Global Trade Item Number) and COM (Communication). This is a standard for any eventuality: almost all business transactions can be processed electronically in form of an EANCOM® message. EANCOM® has established itself globally and is with over 100,000 users the world's most important message standard in the field of electronic data exchange.

### GS1 XML

GS1 standardized message format. The semantics of all GS1 XML messages is clearly and unambiguously defined. Just as with EANCOM®, GS1 XML consists of a set of electronic business messages with which

<sup>1</sup> Under development under ISO lead.



users can exchange data quickly, precisely and efficiently. The increasing number of users confirms the advantages: globally, over 40,000 companies in different sectors of the economy use GS1 XML.

NOTE If companies cannot provide the listed GS1 formats, it is possible to use converter solutions.

### **IFTMIN – Transport Instruction**

The transport instruction is sent by a customer to his transport service provider in order to request the transport of a delivery of goods to one or more delivery points. The identification of the transport units takes place via the use of the Serial Shipping Container Code (SSCC).

### **IFTSTA – Transport Status Message**

This message allows the exchange of information concerning the temporal and spatial status of the physical transport of the logistic unit within the entire transport chain. It is sent according to agreements between the parties.

### **DESADV – Despatch Advice**

The sender sends the despatch advice to the receiver. This message contains details about the logistic unit and the goods despatched under agreed conditions. With the help of this message the receiver knows which goods have been sent at what time; he can prepare for goods receipt and compare the dates of the delivery with those of the order.

### **IFTMAN - Arrival Notice Message**

The notice of arrival is sent from a party – which performs transport services – to another party mentioned in the contract. Content of the message is details regarding the arrival of a consignment. It can also serve as proof of delivery.

## **5 The physical postal item label**

### **5.1 Contents in the label**

Postal item labels include both fixed and variable data. Table 1 lists the contents in the label, a description of the information, and whether the data are mandatory or conditional. Mandatory information is always required. Conditional information should be supplied if it is available. The format of the content, i.e. its length, is also given.

NOTE The format is to facilitate IT systems: an..26 means up to 26 alphanumeric characters (the leading dots indicating a variable length); an13 means 13 alphanumeric characters, fixed length.

Table 1 — Contents in the label

Information content	Description	Mandatory (M)/ Conditional (C)	Format
Product identifier	Name of the product or service offered by the first operator to the customer	C	an..26
Postal network	Name or logo of the agreement under which the item is processed and following which financial settlements are made between the sending operator and the receiving operator	C	name: an..26
Origin operator	Name or logo of the origin operator (sending postal, express, courier operator) that holds the contract with the customer who orders the shipment of goods using a service offered by the origin operator	M	name: an..35
Service level indicator	Name or logo of the service level in accordance with which the item shall be processed <i>EXAMPLE priority; non-priority or other terms as specified in a bi- or multi-lateral agreements, service level agreements, etc. If there is a special service level it should be stated.</i>	C	name: an..30
Sender name	Identification of the sender, specified using the data elements defined in Annex A	M	see Annex A
Sender address	The full address of the sender, specified using the data elements defined in Annex A	M	See Annex A
Sender telephone number	Sender's telephone number	C	an..35
Sender customer account number	Sender's customer account number, as defined and registered by the origin postal operator.	C	an..17
Addressee name	Identification of the addressee, specified using the data elements defined in Annex A	M	see Annex A
Addressee address	The full address of the addressee, specified using the data elements defined in Annex A	M	see Annex A
Addressee telephone number	Addressee's telephone number	C	an..35
Instructions	Applicable operational instructions, delivery options and product features, represented with logos as defined in Annex B	C	see Annex B

Information content	Description	Mandatory (M)/ Conditional (C)	Format
UPU Item identifier Carrier specific identifier	Unique identification of the item as defined in S10 or Unique identification of the item as defined by proprietary carrier coding, including the UPU implementation of ISO/IEC 15459-1 (the licence plate standard) and an associated label for the identification of parcels, UPU S26	C / M <sup>a</sup> C	an..13
GS1 Item identifier	Unique identification (SSCC) of the item is based on the company prefix of the shipper (GCP) as defined by GS1.  NOTE GS1 is a non-for-profit organization. Users might need a license issued by GS1.	C <sup>b</sup> / M	an..20
<p><sup>a</sup> The UPU Item identifier is mandatory for postal items within the UPU network, as specified in the UPU treaties and conventions.</p> <p><sup>b</sup> In case only UPU designated postal operators are involved in the cross-border delivery they may choose to use the UPU identifier only.</p> <p>When the Item is intended to be transported in the UPU network (by those postal operators, designated by the member states to fulfil the obligations of the treaties of the UPU) there might be no need for another barcode but the UPU S10 compliant barcode. It is possible (due to the technical capabilities of the different postal administrations) to have challenges when UPU S10 compliant identifiers and SSCC identifiers are used on the same label.</p> <p>NOTE Some postal operators designated by UPU member states can handle both barcodes on one label (UPU S10 and SSCC). It is however advisable for senders wishing to use both to verify this possibility with their chosen operator.</p>			

## 5.2 Size

All dimensions provided in this specification are in millimetres (mm).

The postal-item label defines a standard A6 label.

**Table 2 — Size of the label**

Parameter	Value
Height	148 mm
Width	105 mm

NOTE The size described is a minimum size. Companies can choose to use a larger size, however comply with the general display rules.

## 5.3 General display rules

### 5.3.1 Label text font

Apart from the header, all text included in the postal item label shall be presented using a single text font.

The following fonts shall be permitted: Lucida Console, Verdana, Courier New, FreeSans Gothic, Batang, Monospace, and Helvetica.

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The preferred font is FreeSans<sup>2)</sup>. The font shall be normal (“roman” / “upright”) and not *italic* or *inclined*, underlined, or written in white on a black background (inversed).

**5.3.2 Colours**

Apart from the header, all text, symbols and barcodes shall be printed using black ink on a white background.

Other colours are permitted for the conditional (optional) data/information in the header section.

**5.3.3 Label zones**

The postal-item label comprises five defined zones (from the top of the label to the bottom): A to E. Zones A, B, C and E are divided into sub-zones (see Figure 1 below):

- a) header zone (A0, A1, A2, A3);
- b) sender zone (B0, B1, B2, B3);
- c) addressee zone (C0, C1, C2);
- d) instruction zone;
- e) item identifier zone (E1 conditional / mandatory UPU S10, E2 conditional / mandatory SSCC). When SSCC is applied, the SSCC is always at the bottom.

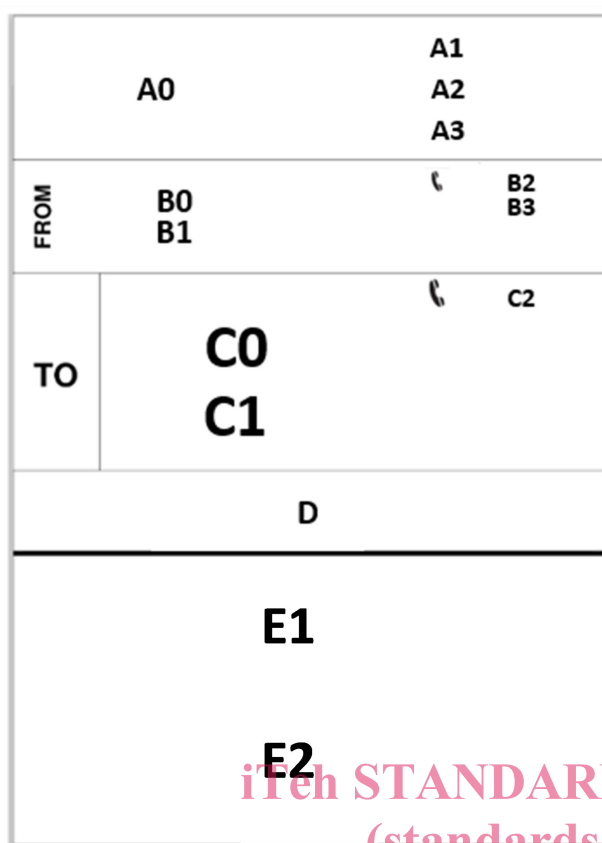
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2) FreeSans is an open outline font that can be freely downloaded from the Internet.



NOTE Figure 1 is not to scale.

<https://standards.iteh.ai/catalog/standards/sist/fdece2cb-bc64-4ea8-87f1-9d25b750b9d0/sist-ts-cen-ts-17073-2017>  
**Figure 1 — Layout of postal item label**

### 5.3.4 Zone contents

The table below lists the zones and sub-zones and indicates the information content represented in each of them.

Table 3 — Zones and sub-zones and their information content

Zone	Information content	Mandatory (M)/ Conditional (C)
<b>A0</b>	<b>Origin operator</b>	<b>M</b>
A1	Product identifier	C
A2	Network identifier	C
A3	Service level indicator	C
<b>B0</b>	<b>Sender name</b>	<b>M</b>
<b>B1</b>	<b>Sender address</b>	<b>M</b>
B2	Sender telephone number	C
B3	Sender customer account number	C
<b>C0</b>	<b>Addressee name</b>	<b>M</b>
<b>C1</b>	<b>Addressee address</b>	<b>M</b>
C2	Addressee telephone number	C
D	Instructions	C
<b>E1</b>	<b>Item identifier (S10)</b> or other unique identification of the item as defined by proprietary carrier coding, including the UPU implementation of ISO/IEC 15459-1 (the licence plate standard) and an associated label for the identification of parcels	C / <b>M<sup>a</sup></b>
<b>E2</b>	<b>Item identifier (SSCC)</b> Unique identification (SSCC) of the item is based on the company prefix of the shipper (GCP) as defined by GS1. NOTE GS1 is a non-for-profit organization. Users might need a license issued by GS1.	<b>C<sup>b</sup> / M</b>

<sup>a</sup> The UPU Item identifier is mandatory for postal items within the UPU network, as specified in the UPU treaties and conventions.

<sup>b</sup> In case only UPU designated postal operators are involved in the cross-border delivery they may choose to use the UPU identifier only.

When the Item is intended to be transported in the UPU network (by those postal operators, designated by the member states to fulfil the obligations of the treaties of the UPU) there might be no need for another barcode but the UPU S10 compliant barcode. It is possible (due to the technical capabilities of the different postal administrations) to have challenges when UPU S10 compliant identifiers and SSCC identifiers are used on the same label.

## 5.4 Header zone

### 5.4.1 General

The header (zone A) shall be positioned at the top of the label and can contain information on the origin post (name or logo), product identifier, the service level applied, as well as an indication of the postal network used to process the item.

## 5.4.2 Header dimensions - zone A

The dimensions of the header are listed in Table 4.

**Table 4 — Header dimensions- zone A**

Characteristic	Value
Height	20 mm
Width	105 mm
Position	on top of the label, above the sender section (zone B)
Line border thickness above and below	0,2 mm

## 5.5 Sender zone

### 5.5.1 General

The sender zone (zone B) shall be positioned below the header zone and shall contain information on the sending party. The text "FROM" shall be displayed in capitals and oriented vertically. The address of the sender shall be to the right of the text "FROM". Addresses shall be submitted either as a set of meaningful prEN ISO 19160-4 components, or as a set of address lines, or as a combination of elements and lines.

### 5.5.2 Sender zone dimensions - zone B

The dimensions of the sender zone are listed in Table 5.

**Table 5 — Sender zone dimensions - zone B**

Characteristic	Value
Height	20 mm
Width	105 mm
Position	Below the header section (zone A)
Line border thickness above and below	0,2 mm

### 5.5.3 FROM indicator

**Table 6 — FROM indicator**

Characteristic	Value
Orientation	Vertical
Text font size	11 pt
Text specification	Bold
Width	10 mm
Minimum space between text and line border	2,5 mm