



SLOVENSKI STANDARD SIST-TS CEN/TS 17073:2020

01-april-2020

Nadomešča:
SIST-TS CEN/TS 17073:2017

Poštnе storitve - Vmesniki za pakete v čezmejnem prometu

Postal services - Interfaces for cross border parcels

Postalische Dienstleistungen - Schnittstellen für grenzüberschreitende Pakete

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ICS:

03.240	Poštnе storitve	Postal services
35.240.69	Uporabniške rešitve IT pri poštnih storitvah	IT applications in postal services

SIST-TS CEN/TS 17073:2020

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TECHNICAL SPECIFICATION
SPÉCIFICATION TECHNIQUE
TECHNISCHE SPEZIFIKATION

CEN/TS 17073

February 2020

ICS 03.240; 35.240.69

Supersedes CEN/TS 17073:2017

English Version

Postal services - Interfaces for cross border parcels

Postalische Dienstleistungen - Schnittstellen für
grenzüberschreitende Pakete

This Technical Specification (CEN/TS) was approved by CEN on 26 November 2019 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.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
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European foreword

This document (CEN/TS 17073:2020) has been prepared by Technical Committee CEN/TC 331 “Postal services”, the secretariat of which is held by NEN.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document supersedes CEN/TS 17073:2017.

In comparison with the previous edition, the most significant technical modifications are new descriptions of the item identifier barcodes and their location in the item-identifier zone (Zone E). Updates are also made for the layout, dimensions and content of the parcel label as well as new requirements added for label materials. Informative Annex A has been removed since requirements for addresses can be found in EN ISO 19160-4, and informative Annex E *Data capture at source (EDI)* has been removed since it was considered out of scope.

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, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, 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/TC 331 "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 e-commerce 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 e-commerce 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 UPU designated operators representing the UPU member states) can use the same standard.

1 Scope

This document will specify the interface between the e-merchant (any commercial customer sending parcels) and the first logistic operator, including both public and private carriers. For the application of this document, a cross border parcel is a parcel crossing a border into and within Europe.

The interface is composed of two items:

- the physical label attached on the parcel: 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.

NOTE 1 The data element enables the growth of integrated, data-driven systems which support highly efficient and customer-driven cross-border ecommerce. 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-merchants 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.

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.

EN ISO 19160-4, *Addressing - Part 4: International postal address components and template language (ISO 19160-4)*

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

ISO/IEC 15415, *Information technology — Automatic identification and data capture techniques — Bar code symbol print quality test specification — Two-dimensional symbols*

EN ISO/IEC 15416, *Information technology — Automatic identification and data capture techniques — Bar code print quality test specification — Linear symbols (ISO/IEC 15416)*

ISO 15394, *Packaging — Bar code and two-dimensional symbols for shipping, transport and receiving labels*

3 Terms and definitions

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

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

Note 1 to entry: 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
cross border parcel
parcel crossing a border into and within Europe

3.2
document
letter-post, parcel-post, express or courier item consisting of any piece of written, drawn, printed or digital information, excluding objects of merchandise

3.3
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”

3.4
parcel
postal item containing goods with or without commercial value, other than an item of correspondence, with a weight not exceeding 31,5 kg

[SOURCE: Cross border parcel delivery services regulation (EU 2018/644)]

3.5
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

[SOURCE: Postal Services Directive; Directive 97/67/EC amended by Directive 2002/39/EC and Directive 2008/6/EC]

4 The physical parcel label

4.1 Contents in the label

Parcel 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 1 Personal Data printed on the label is covered by the REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General

Data Protection Regulation or GDPR). This can require the prior consent of Data Subjects to the processing of their personal data for the purpose of delivering the parcels.

NOTE 2 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 service	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 4.5.7	M	see 4.5.7
Sender address	The full address of the sender, including the country specified using the data elements defined in 4.5.7	M	See 4.5.7
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 operator.	C	an..17
Sender email address	Email address or addresses of the sender	C	See 4.5.6
Addressee name	Identification of the addressee, specified using the data elements defined in 4.5.7	M	see 4.5.7
Addressee address	The full address of the addressee, including the country, specified using the data elements defined in 4.5.7	M	see 4.5.7
Addressee telephone number	Addressee's telephone number	C	an..35
Addressee email address	Email address or addresses of the recipient	C	See 4.6.6

Information content	Description	Mandatory (M)/ Conditional (C)	Format
Instructions	Applicable operational instructions, delivery options and product features, represented with logos as defined in Annex B	C	see Annex B
Item identifier	Item identifier (ISO/IEC 15459 or UPU S10) Unique identification of the item as defined by ISO/IEC 15459-1 (the licence plate standard) or by UPU S10.	M ^a	an..13
Additional barcode	Additional barcode as defined by e.g. proprietary carrier coding for e.g. sorting and routing of parcels.	C	an..20
^a The UPU S10 Item identifier is mandatory for postal items within the UPU network, as specified in the UPU treaties and conventions.			

4.2 Label dimensions

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

The dimensions below correspond to a standard A6 label.

Table 2 — Size of the label

Parameter	Value
Height	148 mm
Width	105 mm

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

The label shall not be larger than the parcel side to which it is affixed.

4.3 General display rules

4.3.1 Label text font

Apart from the header, all text included in the parcel 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.

The preferred font is FreeSans¹⁾. The font shall be normal (“roman” / “upright”) and not *italic* or *inclined*, underlined, or written in white on a black background (inversed).

4.3.2 Colours

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

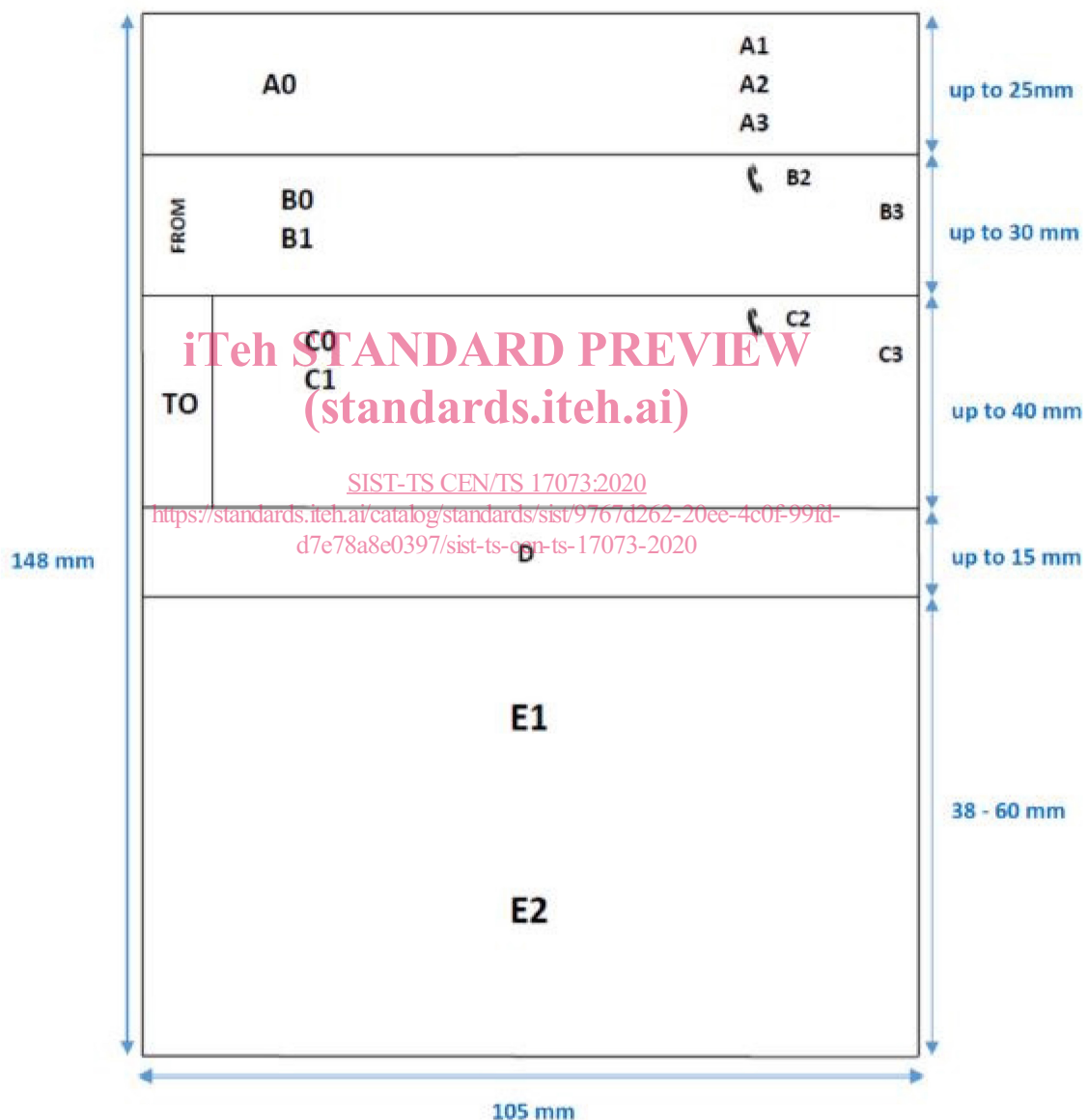
Other colours are permitted for the conditional (optional) data/information in the header section.

¹⁾ FreeSans is an open outline font that can be freely downloaded from the Internet.

4.3.3 Label zones

The parcel 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):

- header zone (A0, A1, A2, A3);
- sender zone (B0, B1, B2, B3);
- addressee zone (C0, C1, C2);
- instruction zone;
- item identifier zone (E1, E2).



NOTE 1 Figure 1 is not to scale.

NOTE 2 The zone sizes are suggested as a guidance. Companies can choose to use a different and larger size, however comply with the general display rules.

Figure 1 — Layout of parcel label

CEN/TS 17073:2020 (E)

4.3.4 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)
A0	Origin operator	M
A1	Product identifier	C
A2	Network identifier	C
A3	Service level indicator	C
B0	Sender name	M
B1	Sender address	M
B2	Sender telephone number	C
B3	Sender customer account number and/or sender Email	C
C0	Addressee name	M
C1	Addressee address	M
C2	Addressee telephone number	C
C3	Addressee Email	C
D	Instructions	C
E1	Item identifier (ISO/IEC 15459 or UPU S10 SSCC)	M a, b, c
E2	Additional barcode as defined by e.g. proprietary carrier coding for e.g. sorting and routing of parcels.	C b
<p>^a An UPU Item identifier is mandatory for postal items within the UPU network, as specified in the UPU treaties and conventions. In this case, no other barcode than the UPU identifier for the identification of an item may be required (see § 4.8).</p> <p>^b The positions of the item identifier and the additional carrier barcode may be inverted (i.e. the item identifier printed in zone E2 and the carrier barcode printed in zone E1) depending on carrier process and specific requirements (see § 4.8).</p> <p>^c Unique identification (SSCC) of the item is based on the company prefix of the shipper (GCP) as defined by GS1.</p>		

4.4 Header zone

4.4.1 General

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

4.4.2 Header dimensions – zone A

The dimensions of the header are listed in Table 4.