



**SLOVENSKI STANDARD**  
**SIST-TP CEN/TR 18085:2024**

**01-december-2024**

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**Poštna storitve - varna, zaščitena in brezstična dostava poštnih pošiljk**

Postal services - Safe, secured and contactless delivery of postal items

Postalische Dienstleistungen - Sichere, gesicherte und kontaktlose Zustellung von Postsendungen

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**SIST-TP CEN/TR 18085:2024**

**en,fr,de**



TECHNICAL REPORT

CEN/TR 18085

RAPPORT TECHNIQUE

TECHNISCHER REPORT

October 2024

ICS 03.240

English Version

## Postal services - Safe, secured and contactless delivery of postal items

Postalische Dienstleistungen - Sichere, gesicherte und kontaktlose Zustellung von Postsendungen

This Technical Report was approved by CEN on 21 July 2024. It has been drawn up by the Technical Committee CEN/TC 331.

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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 TR 18085:2024) has been prepared by Technical Committee CEN/TC 331 “Postal services”, the secretariat of which is held by AFNOR.

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## CEN/TR 18085:2024 (E)

### Introduction

Due to growing concerns regarding the safety and security of deliveries, Postal Operators and logistic companies have been forced to find new methods for delivering postal items to the recipients. The increasing volumes of parcels and a legitimate aspiration to more convenience also foster new delivery options where recipients do not need to be present at the point and time of delivery.

In particular, the pandemic has created the need for new delivery methods where the physical contacts between the deliverer and the recipient are minimized or even eliminated. On the other hand, the security and integrity of the goods needs to be preserved, and sufficient information can be collected to prove that the delivery actually took place, without requiring the physical signature of the recipient.

These new methods are relevant alternatives to the traditional handover of parcels. Though some of them may not offer the highest level of safety, security and convenience at the same time, they can be ranked according to those criteria. The terms “safety” and “security” can be understood with respect to the people involved in the delivery and also the goods to be delivered. Then, a full contactless delivery may be the safest for these people, but not the most secure for the goods.

Also the perception of “convenience” may differ significantly from a deliverer or recipient point-of-view, or between recipients. Some will prefer home deliveries over anything, even in their absence, while others do not mind going to a parcel locker or another pick-up point where the goods are secured. Perceptions may also vary greatly from one country to another depending on local habits. These aspects will be taken into account to the greatest possible extent.

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## 1 Scope

This document specifies new methods available to customers from the logistic transportation companies for safe secure and contactless delivery of postal items.

The methods specified in this document provides the senders and the receivers with either information or proof of delivery, or a proof that an attempt of delivery was made. It includes methods on how to deliver without having the customer to sign for the delivery.

More specifically, the methods specified in this document cover the process of last mile delivery of postal items, including home delivery and delivery at public places, residential buildings and corporate buildings.

This document describes all delivery methods, including those requiring physical contact, and rank them from a health and safety, and operational point of view.

## 2 Normative references

There are no normative references in this document.

## 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>

### 3.1

#### **consignee recipient**

person to whom the parcel is destined, whose name and address are written in the addressee zone on the shipping label

EXAMPLE This can be a physical person or a legal entity (such as a company, an internal department, or a family).

### 3.2

#### **contactless delivery**

item delivery with minimal or no physical contact between the deliverer and the receiver

EXAMPLE Where there is no need to exchange any type of handheld devices, paper or similar support at the time of delivery.

Note 1 to entry: A delivery cannot be entirely contactless as both the deliverer and the *receiver* have to touch the parcel but physical contact between themselves or their personal devices can be avoided.

**CEN/TR 18085:2024 (E)****3.3  
information of delivery****IOD**

information attesting that the item was delivered at a certain place and a certain time, that can be used for delivery services which do not require a physical or virtual signature

**EXAMPLE** This can be a specific event recorded when the parcel is placed in a mailbox, left at the doorstep, in the backside of a house, in a carport, inside or behind a locked area to which the deliverer has access, following recipient instructions; the recipient can be notified via email or SMS, and in some cases an image is taken and attached as a proof of the delivery.

**3.4  
parcel boxes**

specific versions of *parcel lockers* owned by *recipients* and designed for residencies where a limited number of people are dwelling

**3.5  
parcel lockers**

item containers owned by a company or institution, that provide the service of temporary storage before final pick-up from addressee

**3.6  
postal item**

item addressed in the final form in which it is to be carried by a postal service provider

Note 1 to entry: 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/EU and Directive 2008/6/EC – *modified*: second sentence in definition is written as a note.]

**3.7  
proof of delivery****POD**

information certifying that the item was delivered at a certain place and a certain time

Note 1 to entry: Traditionally a physical signature of the recipient on a piece of paper or other certified method, for instance a signature on a tablet or other digital process that will serve as a proof of delivery

Note 2 to entry: A physical signature on a tablet although its legal value as a proof is lower in some countries.

Note 3 to entry: During a pandemic situation the driver can sign on behalf of the customer.

Note 4 to entry: A positive check by data capture that the postal item was received or picked-up by the recipient or a trustee at destination (or virtual signature); this can be a specific event recorded by a parcel locker, or at a pick-up point, retail outlet or Post Office, where customers can identify themselves via an APP and don't need to sign or show identification.

**3.8  
receiver**

person who physically receives the parcel

**3.9  
safe delivery**

*contactless delivery* in a *safe place* or *secure place*



### 3.10

#### safe place

place agreed between the *provider* (Postal Operator or logistic company) and the *recipient*, according to industry standards

Note 1 to entry: In most cases it is a place defined by the *recipient*.

EXAMPLE The mailbox, parcel boxes, parcel lockers, share residential parcel boxes, locked areas, retailers, shops or similar pick-up points, home delivery drop at the doorstep.

### 3.11

#### secured delivery

delivery where it can be proven that the item was delivered to a *safe place*, handed over to, or picked up by the *recipient* (or a trustee)

Note 1 to entry: Agreement of the *consignee*.

### 3.12

#### secure place

place where the integrity of the item is preserved until the *recipient*, or a trustee, picks it up

EXAMPLE Parcel boxes, parcel lockers or any other locked area.

## 4 New contactless delivery options

### 4.1 General

This section introduces different new delivery options that complement traditionally delivery options.

### 4.2 Parcel lockers

#### 4.2.1 General

Parcel lockers are designed to secure the goods until the recipients can pick them up. A parcel locker is composed of a plurality of locked compartments and a control panel. The compartments are generally arranged in columns and can be of different heights to accommodate parcels of different sizes. The deliverer or the recipient enters a passcode or scans a barcode to open one or more compartments for either depositing or picking-up parcels. This delivery option allows recipients to receive parcels at any convenient time without having to wait for the deliverer. It also avoids physical contact between deliverers and recipients.

In a typical scenario, this option will be proposed when a recipient orders goods online, along with other delivery options, which may depend on the selected delivery service. The recipient will choose a parcel locker near to his/her home or work address, or any convenient public location. When the goods are deposited by the deliverer, a message is sent to the recipient, including a one-time passcode. The recipient goes to the parcel locker and enters the passcode to open the compartment and retrieve the goods. The passcode can also be displayed as a barcode on the mobile device of the recipient, or entered using a mobile application, to avoid physical contact with the control panel.

In a scenario where the user is registered, the passcode may be replaced by a permanent pin code or another identification mean (e.g., a badge).

The parcel lockers can be part of a proprietary network, and operated by a single service provider, or be part of an open network, and then accessible to several service carriers. In some cases, the deliverer needs to identify itself before depositing a parcel. In other cases, only the parcel identifier is required.

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### 4.2.2 Parcel lockers in public locations

Parcel lockers can be located in open streets or other public places such as train stations, gas stations, sport halls, shopping malls or retail stores. In the last case, they are often operated by a single retailer who offers this delivery option to its own customers.

### 4.2.3 Parcel lockers at Post offices

Parcel locker can be located at Post offices, when they are part of the proprietary network of a Postal operator. This network may also be open to the Postal operator partners. Having the parcel locker outside allows the recipients to pick-up their goods when the Post office is closed.

### 4.2.4 Parcel lockers in residential or office buildings

Parcel lockers located in residential or office buildings are intended for the residents or the employees of the building. The residents or employees may then have a permanent password allowing them to pick-up their goods. The parcel lockers are generally operated by the property manager, who may provide access to all service providers having to deliver at that particular address. Access may also be provided to local merchants for delivering all kinds of goods other than parcels.

### 4.2.5 Reverse logistics

Parcel lockers may also be used to return goods to a vendor, using the same or a different service provider. The customer receives a passcode or prints a return label with a barcode. A message is sent to the service provider when the goods are deposited by the recipient. The deliverer collects them when delivering new parcels at the parcel lockers.

## 4.3 Parcel Boxes

### 4.3.1 General

Parcel Boxes are specific versions of parcel lockers designed for residencies where a limited number of people are dwelling, typically one or a few households. Parcel boxes are generally owned by the residents, who provide access to the service providers and local vendors having to deliver at that particular address.

### 4.3.2 Individual parcel boxes

Individual parcel boxes are intended for a single person, household or business, and are located in front of a house or attached to a door. They have typically only one compartment for parcels, and optionally a separate compartment for letters. In their simplest form, they have a slot or a drawer to drop-off items, and a mechanical lock for which the owner has the key. More sophisticated versions have an electronic lock which can be opened by a deliverer and by the owner with a passcode or using a mobile app. In small buildings or residential subdivisions, individual parcel boxes can be located next to each other to simplify deliveries, but remain owned by individual recipients.

### 4.3.3 Shared parcel boxes

Shared parcel boxes are located in residencies where several households are dwelling. They can have one or several compartments, depending on the number of residents. The recipients may have either a permanent password or a one-time passcode which is valid only for one shipment. In most cases, a compartment will contain one item at a time, which can be picked up only by its recipient. Shared parcel boxes can be grouped in arrays or columns and operated in a manner similar to residential parcel lockers.