

**POLICY AND PROCEDURES FOR MAIL AND POUCH****Table of Contents**

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**A. PRINCIPLES OF UNFPA MAIL AND POUCH POLICY****A.1. Definitions**

- A.1.1. “Official Mail” refers to all official correspondence, documents bearing the United Nations or UNFPA symbol or United Nations publication sales code, United Nations stamps, computer printouts, posters, disks, recordings and other media, files, etc. which relate to the programmes, services, and functions of UNFPA.
- A.1.2. “United Nations Diplomatic Pouch” refers to the United Nations diplomatic pouch service which is the main channel for the exchange of mail throughout the United Nations system and is a privilege granted by section 10 of the *Convention on Privileges and Immunities of the United Nations*.
- A.1.3. “Government Postal Service” refers to government operated postal services which exist in most countries and are used for the transmission of official mail to destinations other than United Nations offices or agencies.
- A.1.4. “Local Messenger Services” refers to local messenger services which provide immediate delivery within a local area, and can be provided either by UNFPA staff messengers or through private companies.
- A.1.5. “Courier and Commercial Delivery Services” refers to those companies that provide door-to-door delivery of mail to national and international destinations, often in an expedited time frame. These will vary from country to country.

**A.2. Scope**

- A.2.1. The policies contained herein apply to the collection, distribution, sending, and receiving of mail, including the selection of the appropriate delivery method.

**A.3. Delegation of Mail and Pouch Authority**

- A.3.1. The UNFPA Executive Director has delegated management and approval authority for mail and pouch functions to the Deputy Executive Director (External Relations, United Nations Affairs and Management) (hereinafter referred to as DED(M)), who has further delegated his/her authority to the Director, Division for Management Services (DMS).
- A.3.2. The Director, DMS has delegated his/her authority to UNFPA regional directors, UNFPA subregional directors, UNFPA representatives, UNFPA country directors, UNDP resident representatives/UNFPA representatives, and

to chiefs of liaison offices, hereafter collectively referred to as “heads of office”. UNFPA heads of office and the Chief, Facilities and Administrative Services Branch (FASB) are responsible for ensuring that operational procedures are established for specific local mail operations and control systems that follow the policies and procedures contained herein.

A.3.3. UNFPA heads of office and the Chief FASB may further delegate mail and pouch authority to their staff to carry out mail and pouch tasks. However, UNFPA heads of office and Chief, FASB remain responsible for compliance with all relevant financial regulations and rules, and all relevant policies and procedures. For further details on delegation of authority, refer to the “Roles and Responsibilities” section in each chapter below.

A.3.4. The delegation of mail and pouch authority is granted on an individual basis. Each individual who has been delegated authority to use, record, or maintain mail and pouch services is responsible for adhering to the policies described herein.

#### **A.4. General Principles**

##### A.4.1. Application of Mail and Pouch Principles

Those responsible for UNFPA mail and pouch policy are to be guided by the following principles:

- a. Ensure integrity and accuracy in the use and administrative and financial recording of mail and pouch services; and
- b. Promote the best interest of UNFPA regarding the efficiency and cost-effectiveness of mail and pouch services.

##### A.4.2. Compliance with Financial Regulations and Rules and Other Instruments

All use of mail and pouch services must strictly comply with UNFPA financial regulations and rules, procurement policies and procedures, and all relevant administrative policies and procedures. As outlined, the delegation of mail and pouch authority is granted on an individual basis and requires delegated authorities to adhere to the relevant portions of the controlling legal instruments. In the case of any inconsistency or ambiguity between them, these instruments must be applied in the following order of priority:

- a. Article 100 of the [Charter of the United Nations](http://www.unfpa.org/admin-resource/hr-framework) [http://www.unfpa.org/admin-resource/hr-framework];

- b. i. [UNFPA Financial Regulations and Rules](http://www.unfpa.org/admin-resource/financial-framework)  
[http://www.unfpa.org/admin-resource/financial-framework]
- ii. [Staff Regulations and Rules of the United Nations](http://www.unfpa.org/admin-resource/policy-personnel-staffing)  
[http://www.unfpa.org/admin-resource/policy-personnel-staffing]; and
- c. The applicable policies and procedures.

## **B. OUTGOING MAIL**

### **B.1. Roles and Responsibilities**

#### **B.1.1. Regional and SubRegional Offices/Country Offices/Liaison Offices**

- a. UNFPA heads of office are responsible for ensuring that all outgoing mail conforms to the policies and procedures described herein. Responsibilities for overseeing outgoing mail may be delegated to an appropriate staff member, referred to here as the mail focal point (MFP). This role will normally be given to the Operations Manager, but may be delegated to any appropriate staff member.
- b. The MFP is generally responsible for collecting and preparing outgoing mail, packages, and diplomatic pouch material but the task could be delegated to any appropriate staff member.
- c. The Diplomatic Pouch Certifying Officer (DPCO), normally the Operations Manager but the task could be delegated to any appropriate staff member, is responsible for ensuring that the use of the United Nations diplomatic pouch is in accordance with established requirements and limitations outlined below. He/she also ensures responsibility for the proper sealing and despatch of outgoing pouches and for verifying the summary list of enclosures.

#### **B.1.2. Headquarters**

- a. The Chief, FASB is responsible for ensuring that all outgoing mail conforms to the policies and procedures described herein. Responsibilities for outgoing mail are further delegated to the Registry Associate, who is referred to in the policies and procedures herein as the MFP.
- b. The mail clerk is generally responsible for collecting and preparing outgoing mail, packages, and diplomatic pouch material.
- c. The DPCO, normally the Registry Associate, is responsible for ensuring that the use of the United Nations Diplomatic Pouch is in accordance with established requirements and limitations outlined below. He/she also

ensures responsibility for the proper sealing and despatch of outgoing pouches and for verifying the summary list of enclosures.

#### B.1.3. All Staff

All staff members are responsible for ensuring that they strictly adhere to the policies and procedures regarding what may be shipped, by what delivery method, and by whom.

### B.2. Common Services

In general, mail services have already been established in ways that support the principles of the United Nations common services. However, if in the spirit of United Nations reform for cost efficiency and cost effectiveness, it is found that further shared or common services arrangements for mail, courier, messenger, and/or commercial delivery services could be pursued with other United Nations agencies, approval may be given by the UNFPA head of office. The standard procedures for devising and implementing the common service must then be followed<sup>1</sup>, as per the Development Operations Coordination Office ([DOCO guidelines](#)). However, the agreement between UNFPA and other United Nations agencies for shared/common services arrangements for mail, courier, messenger and/or commercial delivery services must be cleared by FASB prior to signing.

### B.3. Guidelines for the Selection of Delivery Method

B.3.1. The MFP is responsible for identifying the types of mail delivery options available locally, schedules, and information about rates and packaging requirements in order to ensure that the most efficient and cost-effective delivery can be chosen.

B.3.2. The type of service chosen will depend on the local circumstances. The key factors in the selection of delivery method are the location of the addressee, the time-sensitivity of the delivery, the reliability of the delivery method, the size of the delivery, and, importantly, the associated cost. The sections that follow outline the various service delivery options and their appropriate use.

#### B.3.3. [UNFPA Procurement Procedures](#)

[<http://www.unfpa.org/procurement-policies206> ] must be strictly followed for the provision of all mail and pouch services.

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<sup>1</sup> For a sample template for a memorandum of understanding, see <http://www.undg.org/documents/4959-Sample Letter of Agreement annex to OG .doc>.

B.3.4. All measures must be taken to ensure the cost-effectiveness of mail and pouch services. This generally requires careful planning by organisational units long before shipments are made to ensure that the least expensive delivery method is used. Since slower delivery methods are generally the least expensive, organizational units must make every effort to allow enough time for delivery via in the least expensive means, particularly for large shipments.

#### **B.4. Interoffice Mail**

B.4.1. Interoffice mail is used to transfer official mail between United Nations personnel in the same office or duty station.

##### **B.4.2. Interoffice Mail Guidelines and Restrictions**

- a. The addressor should clearly indicate on the envelope the name, branch, division, room number (where available), and United Nations agency (where applicable) of the addressee.
- b. Sending personal mail (including magazines, cash, and checks) via interoffice mail is prohibited. Interoffice mail facilities may only be used for official purposes.
- c. For large shipments between offices and/or agencies, special arrangements should be made with the MFP.

##### **B.4.3. Interoffice Mail Handling Procedures**

- a. Regional and Subregional Offices/Country Offices/Liaison Offices

Specific handling procedures for interoffice mail must be established by the MFP for each local office.

- b. Headquarters

At headquarters, interoffice mail should be placed in the outgoing mail receptacles and it will be routed appropriately by the Mail and Pouch Unit staff.

#### **B.5. United Nations Diplomatic Pouch Services**

B.5.1. The United Nations diplomatic pouch service is the main channel for the exchange of mail throughout the United Nations system. According to section 10 of the *Convention on Privileges and Immunities of the United Nations*, "The United Nations shall have the right to ... dispatch and receive its correspondence ... in bags, which shall have the same immunities and

privileges as diplomatic ... bags." According to this convention, a diplomatic pouch service has been established to ensure secure and speedy transmission of official United Nations correspondence between offices in different locations. This service is administered by the Mail Operations of the United Nations. The UNFPA valise is transported within the United Nations pouch.

#### B.5.2. Diplomatic Pouch Destinations

- a. Pouch Service between Regional and Subregional Offices/Country Offices/Liaison Offices and Headquarters

The UNFPA valise is the primary means of shipment between country offices and headquarters, and follows the schedule of the United Nations Diplomatic Pouch. The Office of Central Support Services at United Nations headquarters establishes the diplomatic pouch schedule. This schedule, which is provided to all United Nations offices and agencies, details the day of the week that pouches are dispatched to specific destinations and the average number of days for delivery of the pouch.

The [current schedule](#)

[[https://docs.myunfpa.org/docushare/dsweb/Get/UNFPA\\_Publication-8950/UNFPA+POUCH+SCHEDULE-1.pdf](https://docs.myunfpa.org/docushare/dsweb/Get/UNFPA_Publication-8950/UNFPA+POUCH+SCHEDULE-1.pdf)] for outgoing pouches from New York can be found in the UNFPA intranet.

- b. Pouch Service Between Country Offices

Under normal circumstances pouched mail between country offices will be included in the valise to headquarters and will then be re-directed to the appropriate destination office. However, direct pouch service should be established between duty stations on a continuous or ad hoc basis, where the volume of material from the United Nations Country Team (UNCT) meets the minimum pouch weight requirements of an airline. Regular direct pouch service can be established only after the respective national governments have issued their concurrence, and will generally be established by the UNCT through UNDP. Confirmation of an additional pouch service should be communicated, post facto, to Chief, FASB. Such agreements are not normally required for ad hoc shipments between countries.

#### B.5.3. Diplomatic Pouch Requirements and Limitations

- a. Official Mail

- i. Subject to the weight and measurement restrictions outlined in B.5.3.c below, all official mail bound for United Nations offices may be sent via pouch.
- ii. This includes the shipment of documents and official papers when a UNFPA staff member is transferred from one duty station to another. In these cases, up to two (2) pieces of 30 lbs each may be shipped via the pouch. Any material over this weight must be shipped as part of the staff member's personal effects.

b. Personal Mail

Personal letters from staff members in the field may be included in the pouch in exceptional cases only (where regular mail service is unavailable or inadequate in the specific country, as determined by the UNFPA head of office or Chief, FASB). In these cases, staff members may include personal mail in pouches to headquarters locations for onward forwarding. The correct postage in un-cancelled stamps must be affixed by the originator. This may be in the form of either United Nations stamps (in the correct currency) or government postal stamps (e.g. if the mail is to be forwarded from New York headquarters, it must have United Nations stamps in US dollar denominations or United States Postal Service stamps<sup>2</sup>). United Nations and government postal system stamps may not be mixed. Letters which do not have the correct postage, have mixed postage, or are not properly addressed will be returned to the originator.

The use of diplomatic pouch for personal mail for staff located in headquarters is not considered necessary due to the availability of a reliable government postal service.

c. Weight and Measurement

Individual parcels for inclusion in the diplomatic pouch should not exceed 16 kilograms (35 pounds). Measurement restrictions vary, depending on the size of the pouch.

B.5.4. Granting Authority to Certify Diplomatic Pouch Material

- a. DPCO<sup>3</sup> should be senior staff members. Alternate DPCO should normally act only in the absence of the designated DPCO.

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<sup>2</sup> Postage rates for the US Postal service can be found at <http://www.usps.com/tools/calculatemailpostage/welcome.htm?from=home&page=0061calculatemailpostage>.

<sup>3</sup> The staff's roles and responsibilities as DPCO should be included in his/her job description and/or Performance Appraisal and Development (PAD).



- b. The staff member nominated to undertake the responsibility of DPCO must complete the form P.86 United Nations Delegation of Authority (Annex I). UNFPA Head of office should ensure he/she has approved a DPCO for UNFPA valises.
- c. The UNFPA Head of office is responsible for ensuring that a copy of form P.86 is kept on file in the country office and for sending the original to the Chief, FASB. A copy is kept on file by FASB and the original is forwarded to the United Nations Mail Operations, Office of Central Support Services at United Nations Headquarters.

#### B.5.5. Diplomatic Pouch Handling Procedures

- a. Addressing and Postage
  - i. All envelopes must clearly indicate that it is UNFPA material. The branch, division, and room number must be clearly visible so that the United Nations will be able to query possible anomalies and/or charge back correctly to UNFPA.
  - ii. Mail which is sealed but uncertified by the DPCO will be returned to the sender unless it complies with sections B.5.5.(a)(iv) and B.5.5.(a)(v). Unauthorised mail must be returned to the sender, and all items which are not certified by the DPCO may be subject to inspection by UNFPA or by the local UNDP office to ensure compliance.
  - iii. All Mail: In headquarters, envelopes smaller than 8.5"x11" (21.59cm x 27.94cm) will be placed directly in the UNFPA valise for the specific country office and therefore do not require bar codes. However, any bulky envelope larger than 8.5"x11" (21.59cm x 27.94cm) and all parcels will be forwarded to the United Nations pouch unit for weighing and will therefore require a bar code which is affixed by the MFP.
  - iv. Official Mail: Official mail should be enclosed in plain envelopes, and should be delivered unsealed to the DPCO (with the exception of mail already certified by a higher-level officer such as the UNFPA Head of office, in country offices, or division directors or branch chiefs, in headquarters). Airmail envelopes should not be used. The DPCO must ascertain that pouch material complies with the established guidelines in B.5.3 above.

- v. Personal Mail: Personal mail that conforms to the guidelines in B.5.3.b) above must be fully addressed and must bear the appropriate postage. Such mail may be delivered sealed to the DPCO for inclusion in the pouch.

b. Charge Back Costs

Organizational unit sending envelope(s) or package(s) to an addressee weighing a total of 100 pounds (45.5 kilograms) or more or costing US\$300 or more must complete the Request for Special Mail Services Form (Annex II), including the appropriate chart of account to charge the cost of the shipment by pouch. This form must be duly signed by the unit's certifying officer. The organizational unit should submit the form along with the item(s) to the DPCO in local offices and the Mail and Pouch Unit in headquarters.

c. Special Procedures

i. Valuable Items:

- Official items of value or of special importance (e.g. electronic equipment, United Nations Laisser Passer, or any items that require proof of receipt) included in the pouch should bear the notation "List on Summary of Enclosures" on the envelope or the package and must be sealed and must bear the recognisable signature of the DPCO.
- In headquarters, these items should be delivered personally by the sender to the Mail and Pouch Unit with clear instructions that the items should be registered on the Summary of Enclosure forms (Annex III).

ii. Sealed Pouch Material

- The DPCO must verify all sealed items to be included in the diplomatic pouch. Such certification indicates that the contents comply with the requirements outlined in B.5.3 above. The DPCO is personally responsible for all items included in the diplomatic pouch.

d. Valise shipment

The UNFPA valise is prepared in accordance with the pouch schedule and forwarded to the UNDP office for inclusion in the diplomatic pouch. The Summary of Enclosures must be included in each pouch with a copy

retained in the local office for record. The Country Office/Regional Office must date stamp, sign and return a copy of the summary of enclosures to the MFP in headquarters in the next valise.

## **B.6. Government Postal Services**

B.6.1. Most government postal services establish a range of postal rates, which are normally grouped by destination and are further divided by class. Most government postal systems also provide special services such as registered mail and special delivery at additional cost. Government postal services should be used for mail that is not eligible for shipment within the United Nations Diplomatic Pouch and for which the timeliness and reliability of the government postal service is acceptable.

### **B.6.2. Government Postal Requirements and Limitations**

#### **a. Packaging Standards**

Most government postal services have specific packaging standards which vary according to the size, weight, and shape of the item to be posted. Most government postal services provide labels or require that posted items be stamped/labelled to identify the class/type of service requested. The MFP must ensure adherence for individual packages to avoid unnecessary costs or delays. The MFP must also obtain the necessary supplies required to package, address, and secure items for mailing.

#### **b. Payment methods**

i. In local offices, payment may be in the form of postage stamps or a pre-paid postage meter, depending on the local office. At headquarters, all first class United States Postal Service mail is dispatched by the Mail Clerk using a postal meter.

ii. In all cases, payment must strictly comply with [UNFPA Financial Regulations and Rules](#) [<http://www.unfpa.org/admin-resource/financial-framework>] and [Financial Policies and Procedures](#) [<http://www.unfpa.org/finance-and-budget-policies>].

### **B.6.3. Governmental Postal Service Handling Procedures**

#### **a. Regional and Subregional Offices/Country Offices/Liaison Offices**

- i. The MFP must establish an internal office schedule to ensure that the collection of outgoing postal mail is collected to coincide with the local government postal service schedule.
  - ii. The MFP must ensure that all outgoing mail is properly packaged, clearly addressed, contains the required labels or markings, and has adequate postage.
  - iii. The MFP is responsible for ensuring that outgoing mail is duly delivered to the government postal service, whether through pre-arranged office pick-ups, drop-offs to the post office facility, or delivery to a common United Nations agency drop-off point, depending on the situation in the country.
- b. Headquarters
- i. In headquarters, all official outgoing US postal service mail should be placed by the sender in the outgoing mail receptacles on each floor. These will be collected by the Mail Clerk for dispatching.
  - ii. All envelopes must clearly indicate that it is UNFPA material. The branch, division, and room number of the sender should be clearly visible in order to query possible anomalies and/or charge back correctly to UNFPA.

## **B.7. Commercial Delivery and Courier Services**

- B.7.1. Commercial delivery and courier services provide national and international service that is generally registered in a parcel tracking system, and can often be used for overnight or express delivery (e.g. DHL, FedEx, UPS, etc).
- B.7.2. Guidelines for Use and Selection of Commercial Delivery and Courier Services
- a. Given the high cost of courier shipments, these should only be used for extremely urgent documents that cannot be delivered in a suitable timeframe and/or with suitable reliability through other less expensive means. Similarly, commercial delivery services should only be used for items that can neither be shipped via the diplomatic pouch (either because the recipient is not a United Nations office or because the size of the delivery is too large for the pouch) nor through the government postal service in a reasonable time frame and/or with a suitable degree of reliability.

- b. As mentioned in section B.2 above, the awarding of contracts to commercial delivery and courier services is a prime area for United Nations agencies to benefit from a common services programme, given the potential to negotiate lower prices.
- c. Even if a formal common services arrangement is not appropriate for a particular country office, it is good practice to select a firm that has been vetted and recommended by other agencies.

### B.7.3. Commercial Delivery and Courier Handling Procedures

Specific handling procedures will depend on the circumstances in the local office, but the following are general guidelines for the use of commercial delivery and courier services:

- a. Organisational units requiring commercial delivery or courier services should fill out the Request for Special Mail Service form (Annex II) including the chart of account to charge the cost of the shipment. The form must be duly signed by the unit's certifying officer. The organizational unit should submit the form along with the item to the MFP in local offices and to the Mail and Pouch Unit in headquarters.
- b. The MFP must obtain information about various commercial delivery and courier services available locally. Based on the schedule of rates, delivery time, extent of bonding or insurance, and billing procedures the MFP must select the service that best serves UNFPA's interests as per [UNFPA Procurement Procedures](#) [<http://www.unfpa.org/procurement-policies>], whether in a long-term contract arrangement (where feasible) or in individual shipments.
- c. Specific handling procedures must be laid out for individual offices by the MFP, but in each case the following information must be recorded by the MFP: the name of the requesting staff member, name of the company providing the service; destination; contents; costs; date sent; and the account code to be charged. Where tracking numbers are issued by the service provider, these should also be recorded.

## B.8. Messenger Services

- B.8.1. Messenger services can be performed either by UNFPA staff messengers (where messenger services are needed on a regular basis), United Nations messengers that are part of a common services arrangement, or through local commercial messenger services. Given the cost of messenger services, these should only be used in situations where interoffice mail is not available or

appropriate and where the timeliness and reliability of the government postal service cannot meet the needs of the shipment.

#### B.8.2. Messenger Service Requirements and Limitations

- a. In some offices, UNFPA staff messengers are available (where messenger services are needed on a regular basis), whether these are full-time staff or are staff members who undertake messenger duties along with other responsibilities.
- b. Where UNFPA staff messengers are unavailable or non-existent, the MFP should first consult with other local United Nations agencies to determine the availability of existing United Nations messenger services and negotiate appropriate arrangements for these services.
- c. If United Nations messenger services are unavailable, then local commercial messenger services may be contracted, subject to the guidelines in B.3 above.

#### B.8.3. Messenger Service Handling Procedures

Specific handling procedures will depend on the circumstances in the local office, but the following are general guidelines for the use of messenger services.

- a. The organisational unit requesting the use of messenger services should complete the request form (Annex IV) and submit the request to the MFP.
- b. The MFP must ensure the selection of the most appropriate service provider as per [UNFPA Procurement Procedures](http://www.unfpa.org/procurement-policies) [http://www.unfpa.org/procurement-policies], whether in a long-term contract arrangement (where feasible) or through individual shipments.
- c. For control purposes, the following information must be recorded by the MFP: the name of the requesting staff member, name of the company providing the service; destination; contents; costs; date sent; and the account code to be charged (if appropriate).

**C. INCOMING MAIL****C.1. Roles and Responsibilities****C.1.1. Regional and Subregional Offices/Country Offices/Liaison Offices**

- a. The UNFPA heads of office are responsible for ensuring that all incoming mail conforms to the policies and procedures described herein. The responsibility of overseeing incoming mail functions is generally delegated to the Operations Manager, although it may be delegated to any appropriate staff member. For the purposes of this policy, this role will be referred to as the MFP.
- b. The day-to-day execution of incoming mail tasks may be further delegated by the MFP to any appropriate staff member.
- c. The DPCO is responsible for verifying the legitimate contents of incoming pouches.

**C.1.2. Headquarters**

- a. The Chief, FASB is responsible for ensuring that all incoming mail conforms to the policies and procedures described herein. The responsibility of overseeing incoming mail functions and the management of the Mail and Pouch Unit is generally delegated to the Registry Associate. For purposes of this policy, the Registry Associate will be referred to as the MFP.
- b. The day-to-day execution of incoming mail tasks may be further delegated to the mail clerks.
- c. The DPCO is responsible for verifying the legitimate contents of incoming pouches.

**C.1.3. All Staff Members**

All UNFPA staff members are responsible for ensuring that they strictly adhere to the following policies and procedures regarding their use of incoming mail facilities.

**C.2. Personal Incoming Mail****C.2.1. Regional and Subregional Offices/Country Offices/Liaison Offices**

- a. The UNFPA Head of office must ensure that procedures are put in place to regulate private mail delivery as outlined in this section.
- b. Items for personal use such as food, clothing, gifts, etc. are not acceptable for inclusion in the diplomatic pouch, and will be returned to the sender if a return address has been provided. If no return address has been provided, the contents will be given to charity.
- c. There are two sets of rules governing the kind of mail staff members in regional and sub-regional offices, country offices and liaison offices may receive. One set applies to all countries, and the other is for countries with exception status:

- i. All offices:

All UNFPA international staff members may have the following items (in reasonable amounts) sent to them via pouch to their duty station:

- first class correspondence (letters and post cards sent at full postal rate);
- professional and technical magazines and journals;
- prescription medicines and eyeglasses in reasonable amounts certified by the United Nations Medical Director;
- film for developing;
- up to two CD-ROMs per month;
- material for accredited correspondence courses<sup>4</sup>.

- ii. Countries with Exception Status:

In addition to the items listed in C.2.1(c) (i) above, the following items (in reasonable amounts) may also be sent via pouch to countries with exception status (see Annex V for a current list of countries, as this is a privilege subject to periodic review):

- CDROM, DVD, VCD, video and audio cassettes;
- newspapers;
- a limited number of magazines;
- job-related books.

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<sup>4</sup> Note that all material pertaining to accredited correspondence courses in which UNFPA staff and/or their dependants are enrolled may be forwarded via pouch free of charge. Weight of any one package is limited to a maximum of 30 lbs (12 kgs) and dimensions of 9 x 11 x 12 inches (23 x 28 x 30 cm). In order to receive such material, staff should notify the MFP in headquarters when subscribing to a correspondence course.



- d. All shipments ordered from the regional and sub-regional offices, country offices and liaison offices to be included in the UNFPA valise should be cleared by the DPCO at headquarters prior to ordering. In order to receive personal mail that meets the above guidelines, staff should ensure it is addressed as follows:

Mr. John Doe  
UNFPA, Duty Station (City, Country)  
c/o UNFPA  
605 Third Avenue, 5<sup>th</sup> Floor  
New York, NY 10158

#### C.2.2. Headquarters

- a. In headquarters, the delivery of personal mail, periodicals, and packages to the UNFPA office is strictly prohibited. Only official UNFPA mail may be delivered.
- b. Notwithstanding section (a) above, new and outgoing staff members may have their personal mail delivered to UNFPA for a maximum of 2 months from the date of their appointment or separation respectively. These staff members must collect their personal mail from the Mail and Pouch Unit directly.

### C.3. Procedures for Incoming Mail

C.3.1. Each office must ensure that locally-specific distribution guidelines are in place, following the general procedures below.

#### C.3.2. Mail Collection

- a. Governmental Postal Service

In countries where mail is not delivered directly to the office, the MFP must ensure that mail is collected from the appropriate delivery point. All registered or special delivery mail must be appropriately signed for by the MFP.

- b. United Nations Diplomatic Pouch

- i. The DPCO must arrange for the pick-up or delivery of pouches from the appropriate delivery point (at the Office of General Services at the United Nations for headquarters and normally the local UNDP office for country offices). Contents of pouches that appear not to conform to the procedures must be brought to the attention of the UNFPA Head

of office (in country offices) or the Chief, FASB (in headquarters), who must decide what remedial action must be taken.

- ii. It is essential that country offices complete their summary of enclosure forms (Annex III) with the correct date and time of arrival, and advise both the United Nations pouch service and the DPCO at headquarters of pouch receipt delays. If recurring problems exist, the United Nations pouch service (in consultation with FASB) will try to resolve the problem with the specific carrier, or suggest a different routing.

c. Courier and Messenger

All deliveries from courier and messenger services must be signed for and logged by the MFP or appropriate staff member, ensuring that the following information is captured: date received by the office; addressee; addressor; date received by addressee; signature of addressee.

C.3.3. Distribution of Incoming Mail

a. Regional and Subregional Offices/Country Offices/Liaison Offices

The MFP must establish an internal office procedure to distribute all received mail to the relevant intended recipient.

b. Headquarters

- i. In headquarters, all incoming postal and interoffice mail will be delivered to the appropriate branch or division. The branch or division is responsible for opening and date stamping mail as appropriate.
- ii. All registered or certified mail, courier, or messenger deliveries will be signed for and logged upon receipt by the Mail and Pouch Unit. The addressee will then be informed by email that the delivery has been received. The addressee or his/her representative must then collect and sign for the item from the Mail and Pouch Unit.

**C.4. Procedures for Handling Suspicious Mail or Package**

The best defence against contaminated mail is to be aware of what to look for and what steps to take if a suspicious letter or package is found. Common sense is the best defence.

#### C.4.1. General Precautions

- Wash your hands with warm soap and water before and after handling mail.
- If you have open cuts or skin lesions on your hands, disposable vinyl gloves may be appropriate.
- Use a letter opener, not your hands, to open envelopes.
- Suspicious Mail Indicators:
  - No return address
  - Badly typed or handwritten address
  - Lopsided or uneven envelope
  - Title, but no name
  - Excessive tape, string, weight or postage
  - Misspelled common words
  - Protruding wires
  - Strange odour
  - Oily stains on wrapper
  - Ticking sound
  - Personal or Confidential markings

#### C.4.2. Safety Guidelines

If a letter is received that contains powder or contains a written threat:

- Do not shake or empty the envelope.
- Isolate the workplace area so that no one disturbs the item. Do not attempt to clean up or cover any spilled powder.
- Make co-workers aware of the envelope and have them call your supervisor, who will call local law enforcement authorities (in New York headquarters, call 911). Tell the law enforcement authorities what you received, what was done with it, if the envelope contains any visible powder and if the powder was released.
- Leave the immediate area and wash hands with warm water and soap. Have employees available when emergency personnel arrive.

**Important:**

- Do not panic
- Do not move, shake or handle the letter
- Do not open or discard the letter
- Do not smell or taste any powder

#### C.4.3. Special precaution for Anthrax threats

- *Do not handle the mail piece or package suspected of contamination.*
- Make sure that damaged or suspicious packages are isolated and the immediate area cordoned off.
- Ensure that all persons who have touched the mail piece wash their hands with soap and water.
- Immediately notify your direct supervisor, local law enforcement authorities, and the Security Coordinator's office at headquarters.
- List all persons who have touched the letter and/or envelope. Include contact information and have this information available for the authorities.
- Place all items worn when in contact with the suspected mail piece in plastic bags and have them available for law enforcement agents.
- As soon as practical, shower with soap and water.

### D. Accountability

#### D.1. Disciplinary Measures

D.1.1. Failure to adhere to the provisions of this policy may result in disciplinary action, as per the [Disciplinary Framework](#) [<https://docs.myunfpa.org/docushare/dsweb/View/Collection-1316>].

#### D.2. Internal Control and Segregation of Duties

D.2.1. UNFPA heads of office and Chief, FASB must ensure that there is a reasonable segregation of duties to minimize the risk of fraud (e.g. mail tampering) and to promptly detect fraud. For example, it is important that the individual responsible for making/processing payments is not the person distributing incoming mails.

D.2.2. The provisions of [UNFPA Internal Control Framework](#) [[https://docs.myunfpa.org/docushare/dsweb/Get/UNFPA\\_Publication-6999/Internal+Control+Framework+\(2006\).pdf](https://docs.myunfpa.org/docushare/dsweb/Get/UNFPA_Publication-6999/Internal+Control+Framework+(2006).pdf)] must be strictly followed.

**Annex I: Delegation of Authority**

Form P.86

**UNITED NATIONS - NATIONS UNIES**

**DELEGATION OF AUTHORITY**

**DELEGATION DE POUVOIRS**

Date: \_\_\_\_\_

TO: \_\_\_\_\_

Chief of Department or Service Concerned -

A: Chef du Département ou du Service intéressé

M \_\_\_\_\_ is hereby authorized  
est autorisé par les présentes

to request/to act as United Nations Diplomatic Pouch Certifying Officer  
a requérir (services ou fournitures)/ à agir en qualité de

for the \_\_\_\_\_  
pour le compte de ORGANIZATIONAL UNIT – UNITE ou GROUPE

\_\_\_\_\_  
Signature of Authorizing Officer -  
Signature du délégué

\_\_\_\_\_  
Signature of Official Authorized -  
Signature du délégué

\_\_\_\_\_  
Department - Département

COPY – For Originating Office

Copie – Pour le Bureau d’origine

**Annex II: Request for Special Mail Services**

<b>REQUEST FOR SPECIAL MAIL SERVICES</b>		
To: [Facilities and Administrative Services Branch, Mail and Pouch Unit – <i>for headquarters</i> ]	Date:	
From:	Contact Person:	
Reason for Request:	Addressee:	
<p><b>Charge to: (please complete COA)</b></p> <p>Admin account: _____</p> <p>Project account: _____  <small>Global business unit/Account code/Fund code/Department id/Implementing agency</small></p> <p>Cleared by: _____</p>		
<p><b>***Please be advised that in the event of an erroneous Project or Admin charge of accounts the requestor will be held accountable for any charges inappropriately incurred.</b></p>		
<b>Action Taken (Mail and Pouch Unit)</b>		
Weight:	Estimated Cost:	Via:
Date Dispatched:		
AWB#		

**Annex III: Summary of Enclosure Form**



**SUMMARY OF ENCLOSURE:** \_\_\_\_\_ **VALISE NO:** \_\_\_\_\_

DISPATCHED FROM: \_\_\_\_\_ TO: \_\_\_\_\_ DATE DISPATCHED: \_\_\_\_\_

CONTENTS OF POUCH (CHECK APPROPRIATE BOX)

- 1. CORRESPONDENCE
- 2. NO. ITEMS FOR LISTING
- 3. SPECIAL ITEMS FOR LISTING  (LIST INDIVIDUALY)

ITEM NO.	SENDER	ADDRESSEE	RECIPTED	DESCRIPTION

INSTRUCTIONS: PLEASE RETURN DUPLICATE COPY  
DULY RECIPTED IN NEXT POUCH  
TO ORIGINATED OFFICE. INDICATE  
DATE OF RECEIPT.

SIGNED: \_\_\_\_\_  
POUCH OFFICER

**Annex IV: Request for Messenger Services**

**REQUEST FOR SPECIAL MESSENGER RUN**

1. TO: (Addressee)

Name: \_\_\_\_\_

Office (Bldg. & Room No.) \_\_\_\_\_

2. FROM: (Addresser)

Name: \_\_\_\_\_

Office (Branch/Unit) \_\_\_\_\_

3. Requester Name: \_\_\_\_\_

4. Date and Time Rec'd by Mail Unit  
and initialled \_\_\_\_\_

=====

5. Received by:

Name in print: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_



**Annex V: List of Countries with Exceptional Status**

AFGHANISTAN	LAOS
ALBANIA	LATVIA
ALGERIA	LEBANON
ANGOLA	LESOTHO
ARGENTINA	LIBERIA
ARMENIA	LIBYA
AZERBAIJAN	LITHUANIA
BELARUS	MACEDONIA
BELIZE	MADAGASCAR
BENIN	MALAWI
BHUTAN	MALDIVES
BOLIVIA	MALI
BOSNIA & HERZOGOVINA	MAURITANIA
BOTSWANA	MOLDOVA
BULGARIA	MONGOLIA
BURKINA FASO	MOZAMBIQUE
BURUNDI	MYANMAR
CAMBODIA	NEPAL
CAMEROON	NIGER
CAPE VERDE	NIGERIA
CENTRAL AFRICAN REP.	PAKISTAN
CHAD	PAPUA NEW GUINEA
CHINA	PARAGUAY
COMOROS	ROMANIA
CONGO	RUSSIAN FEDERATION
CROATIA	RWANDA
CUBA	SAMOA
DOMINICAN REPUBLIC	SAO TOME
EGYPT	SAUDI ARABIA
EL SALVADOR	SENEGAL
EQUATORIAL GUINEA	SIERRA LEONE
GAMBIA	SLOVAKIA
GEORGIA	SOMALIA
GHANA	SUDAN
GUATEMALA	SYRIA
GUINEA	TAJIKISTAN
GUINEA BISSAU	TANZANIA
GUYANA	TRINIDAD & TOBAGO
HAITI	TURKMENISTAN
IRAN	URUGUAY
IRAQ	UZBEKISTAN
IVORY COAST	VIETNAM
KAZAKHSTAN	YEMEN
KENYA	YUGOSLAVIA
KOREA, DEMOCRATIC	ZAMBIA
KUWAIT	
KYRGYZSTAN	