



Postal Operator Management Training: Universal Service, Mail Processing and UPU Exchange

16 – 20 November 2026

Amsterdam - Zuidas business district hotel



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Introduction:

Postal operator management training on universal service, mail processing and UPU exchange is a 1-week course for designated postal operator and postal regulator management staff, ending with a Postal Operator Transformation Plan for a case designated operator. Falling letter volumes, ageing sorting equipment, underused post office outlets and unbalanced international remuneration leave many operators unable to fund the universal service. Nominees already manage sorting centres, counter networks, international mail or sector oversight, and the course is taught through case studies on volume, cost and service data. CoreConcept Training Center delivers this postal operator management course.

Course Objectives:

- Assess a designated operator's current state using mail volume, product mix, cost and service performance data
- Define universal service scope, delivery density and affordability criteria and estimate the cost of providing it
- Organise mail processing centre flows from culling and cancelling to OCR sorting, video coding and delivery sequencing
- Plan the post office counter network and diversify counter services into financial, government and e-commerce lines
- Operate international mail exchange under the UPU Convention, including dispatch, terminal dues accounting and quality monitoring
- Produce a Postal Operator Transformation Plan that links universal service, processing, outlet and international decisions

Target Audience:

- Postal operations management staff responsible for mail processing centres, sorting equipment and shift capacity
 - Retail network management staff responsible for post office outlets, counter services and agency partners
 - International mail management staff responsible for offices of exchange, dispatch planning and inter-operator accounts
 - Postal regulator staff responsible for universal service oversight, pricing review and quality-of-service monitoring
 - Strategy and finance management staff responsible for postal cost models, product portfolios and operator restructuring
 - Addressing and data management staff responsible for postcode systems and customer address databases
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Course Outline:

Day 1: Postal Sector Foundations and Designated Operator Baseline

- Postal Value Chain Mapping From Collection to Delivery
- Designated Operator Role and Reserved Service Area Review
- Letter, Flat, Parcel and Express Product Portfolio Profile
- Mail Volume Trend and Electronic Substitution Impact Analysis
- Current-State Designated Operator Scorecard and Cost Baseline

Day 2: Universal Service, UPU Acts and Addressing Standards

- Universal Service Scope, Delivery Density and Affordability Criteria
- Universal Service Cost Model, Cross-Subsidy and Compensation Fund Options
- UPU Acts and Universal Postal Convention Designated Operator Duties
- UPU S42 Address Templates and National Postcode Structure Design
- UPU S53 Name and Address Data Exchange With Business Mailers

Day 3: Mail Processing Centre and Post Office Network Operations

- Culling, Facing and Cancelling Workflow in Mail Processing Centres
- OCR Letter Sorters, Video Coding and Barcode Sequencing Routines
- Flat and Mixed-Mail Sorter Capacity and Shift Planning
- Post Office Counter Network Coverage and Outlet Format Mix
- Counter Service Diversification Into Financial, Government and E-Commerce Lines

Day 4: International Mail Exchange, Quality of Service and Network Risk

- Office of Exchange Dispatch, Receptacle Handling and Customs Presentation
- Terminal Dues Remuneration and Self-Declared Rate Account Settlement
- EMS Cooperative Service Rules and Postal EDI Messaging
- End-to-End Transit Time Measurement With Test Letter Panels
- Hub Versus Distributed Sorting Centre Consolidation Risk Review

Day 5: Case Study Work for the Postal Operator Transformation Plan

- Case Designated Operator Data Pack and Volume Trend Review
 - Case Study Costing the Universal Service Delivery Obligation
 - Case Study Rationalising Post Office Outlets and Counter Services
 - Case Study Rebalancing Inbound International Mail Remuneration
 - Postal Operator Transformation Plan Completion and Peer Review
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Skills You Will Gain:

- Postal Volume Forecasting
- Universal Service Costing
- Sorting Centre Capacity Planning
- Post Office Network Planning
- Counter Service Portfolio Design
- International Mail Accounting
- Postcode and Address Data Management
- Postal Quality-of-Service Measurement

Why Attend This Course:

- Present a Postal Operator Transformation Plan to the chief executive and the universal service oversight team for approval
- Decide which sorting centres to consolidate and which outlets to convert or close using volume and cost evidence
- Avoid unfunded universal service losses, unbalanced terminal dues accounts and sorting capacity shortfalls at peak periods
- Equip colleagues with cost model, outlet review and transit time measurement templates used during the case studies

Conclusion:

Back at work, the participant presents the Postal Operator Transformation Plan to the executive team and the staff who oversee the universal service. Network planners use it to decide sorting centre roles and outlet formats, finance teams use its cost model to support compensation or pricing proposals, and international mail teams use its remuneration review in inter-operator account discussions. After the first full year under the plan, the unit should compare universal service cost, sorting throughput, outlet revenue and transit time results with the baseline and adjust priorities.

Frequently Asked Questions FAQ:

What should participants know before a postal operator management course?

Participants should already manage or oversee sorting, counter, international mail or regulatory work at a postal operator or regulator. Bringing anonymised volume, cost or transit time figures from their own organisation helps the case studies reflect real conditions.

How does postal operator management differ from a courier or parcel delivery course?

It concentrates on the designated operator's public duties: the universal service, letter and flat processing, the post office counter network and international mail exchange under UPU rules. Courier courses focus on commercial parcel routing and delivery stations, which this course touches only lightly.

Why does postal operator management start with the cost of the universal service?

The universal service sets the network an operator must keep, so its cost shapes every decision on sorting centres, outlets and delivery frequency. Knowing that cost shows which changes protect service and which need compensation or pricing support.

What do participants take back from the postal operator management course?

Participants take back a Postal Operator Transformation Plan for a case designated operator, with a universal service cost model, sorting capacity calculations, an outlet review template and a transit time measurement plan they can adapt to their own organisation.