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OPERATIONS AND QUALITY OF SERVICE MESSAGE HANDLING SERVICES

MESSAGE HANDLING SERVICES: INTERCOMMUNICATION WITH PUBLIC PHYSICAL DELIVERY SERVICES

ITU-T Recommendation F.415

(Extract from the *Blue Book*)

NOTES

1 ITU-T Recommendation F.415 was published in Fascicle II.6 of the *Blue Book*. This file is an extract from the *Blue Book*. While the presentation and layout of the text might be slightly different from the *Blue Book* version, the contents of the file are identical to the *Blue Book* version and copyright conditions remain unchanged (see below).

2 In this Recommendation, the expression “Administration” is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

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Recommendation F.415

MESSAGE HANDLING SERVICES: INTERCOMMUNICATION WITH PUBLIC PHYSICAL DELIVERY SERVICES

The establishment in various countries of message handling services in association with public networks creates the need to produce Recommendations covering the aspects of public message handling services.

The CCITT,

considering

- (a) The need for public message handling services;
- (b) the strategic and commercial importance of standardization of message handling services;
- (c) the urgent need for intercommunication arrangements for existing telematic services, and other services with public message handling services;
- (d) the need for a clear distinction between the responsibilities to be allocated to service providers and those of subscribers and/or users;
- (e) the need for establishing international compatibility between different messaging systems;
- (f) the growth of the installed base of terminals and personal computers with the ability to access message handling systems;
- (g) that several F series Recommendations describe public message handling services;
- (h) that certain X and T series Recommendations cover relevant aspects of systems used for the provision of messaging services;
- (i) that there is a requirement for delivery of messages from message handling services in physical form to postal addresses;

unanimously declares

the view that the requirements specified in this Recommendation should be applied for the provision of intercommunication between public message handling services and public physical delivery services internationally.

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1 Introduction

This Recommendation specifies the general, operational and quality of service aspects of intercommunication between public message handling (MH) services and public physical delivery (PD) services.

This intercommunication may be offered by Administrations, enabling subscribers to send messages to one or more recipients though telecommunications means for final delivery in physical form through a PD service. The postal services are general examples of public PD services.

The general principles of intercommunication between MH services and PD services are overviewed in Recommendation F.400, and as a generic capability of the message transfer (MT) service in Recommendation F.410.

The capabilities described in this Recommendation cover message transfer (MT) and interpersonal messaging (PM) service intercommunication with PD services.

The output media addressed at this time is hard-copy; other forms of physical delivery media are for further study.

The terms used in this Recommendation are defined in Recommendation F.400.

Technical specifications and protocols to be used for MH/PD service intercommunication as covered in this Recommendation are defined in the X.400 series Recommendations.

2 Scope

The model for MH/PD service intercommunication as covered in this Recommendation is shown in Figure 1/F.415. The actual provisions of PD services are not covered in this Recommendation.

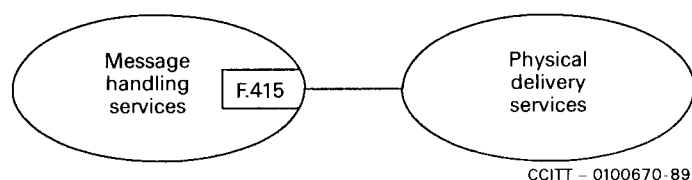


FIGURE 1/F.415

Model for MH/PD service intercommunication

3 Features

3.1 General description

The MH/PD intercommunication provides MH users with a variety of facilities to be performed in the process of physical rendition, physical transport, and physical delivery of messages. The elements of service available to originating users are grouped into specific categories as shown in Table 1/F.415.

TABLE 1/F.415

MH/PD elements of service

Category	Elements of service	F.400 Ref.
Physical delivery request	Requested delivery method	B.76
Modes of physical transport and delivery	Ordinary mail Special delivery EMS (express mail service) Counter collection Counter collection with advice Delivery via Bureaufax service	B.53 B.81 B.28 B.16 B.17 B.23
Registrations	Registered mail Registered mail to addressee in person	B.70 B.71
Physical delivery notifications	Undeliverable mail with return of physical message Physical delivery notification by PDS Physical delivery notification by MHS	B.91 B.58 B.57
Physical forwarding	Physical forwarding allowed Physical forwarding prohibited Request for forwarding address	B.59 B.60 B.75
Physical rendition capabilities	Basic physical rendition Additional physical rendition	B.7 B.2

The definition and classification of MH/PD elements of service are found in Recommendation F.400; base elements of service and optional user facilities are defined. Base capabilities are inherent to the MH/PD service intercommunication and have to be made available internationally by all Administrations supporting this intercommunication. Optional user facilities are selectable by the originator on a per-recipient basis. These are classified as either essential or additional. Essential optional user facilities shall be made available internationally by all Administrations. Additional optional user facilities may be made available by some Administrations for national use and internationally on the basis of bilateral agreement.

3.2 Application

All MH/PD elements of service apply on a per-recipient basis.

Various combinations of elements of service are possible. For example, the elements of service category physical delivery notifications are useable with all modes of physical transport and delivery, with registrations and with physical forwarding categories.

The elements of service submission time stamp and delivery time stamp also apply to MH/PD service intercommunication although they are not listed. These are MH elements of service whose definitions include MH/PD intercommunication.

In all cases of physical delivery, it is highly desirable that the originator provide a postal O/R address for PD notifications to be sent by PDS, particularly when these are explicitly requested. To facilitate this, the originating UA could prompt the originator for this information or obtain it from a directory.

Optional user facilities selectable by originating users affecting physical delivery are rendered on the physical message above the recipient's address visible through the window of the envelope to ensure that the proper handling procedures are taken in the PDS. Details of this are described in Annex B.

In the case where the physical message cannot be delivered, it is returned to the originator, depending on the options selected and on national regulations, firstly as a vehicle to carry the non-delivery notification, and secondly to inform the originator on what has happened to the message. Notifications include undeliverable mail diagnostics as defined in Annex C.

Where more than one notification is to be returned to the originator, these are returned together at the farthest delivery point. For example, physical forwarding and physical delivery notification are generated as a combined notification after delivery.

Where the recipient's forwarding address is returned, based on the originator's request, it is returned in the form of a postal address, as defined in Recommendation F.401.

The element of service additional physical rendition is meant to establish generic place holders for use under bilateral agreements and possible future standardization.

The actual methods of physical rendition, routing, and delivery used by Administrations may vary.

4 Physical rendition

4.1 Basic rendition capabilities

The PDAU and associated PDS provide the capabilities for rendition, routing, transport, and delivery of physical messages based on inherent and user selected facilities as defined by the elements of service.

Details of the basic physical rendition (hard copy) process are provided in Annex B.

4.2 Rendition of IPM headers

In the case of IP-messages, heading information is printed on the physical message. The language selected is based on either the language indication element of service (provided that this is supported in the receiving country) or the default national language(s) of the receiving country. Originators and/or originating UAs are encouraged to specify the language.

4.3 Additional rendition capabilities

Additional physical rendition capabilities of the PDAU are for further study, but may be provided by Administrations on the basis of bilateral agreements.

Possible additions include:

- use of extended character sets;
- ability to select pre-encoded information (such as digitized logos and signatures) for rendition;
- support of other encoded information types.

5 Naming and addressing

Naming and addressing in message handling services is described in Recommendation F.400.

For the purpose of physical delivery, the recipient of the physical message is identified by means of a postal O/R address as defined in Recommendation F.401.

PD country name and country name would normally be identical, except in the case of transit mail. This occurs when a message is destined to a country which does not offer MH/PD service intercommunication; the message would then be routed and printed in the nearest country (or another country based on established agreements), and subsequently physically delivered to the final destination.

A postal code is required for the routing of the MHS message to the proper PDAU. It may default to unspecified if no postal code exists.

Two versions of postal O/R address are provided to allow:

- a) the use of the postal address as it commonly exists (Version 1 – unformatted postal O/R address);
- b) for further automatic routing within the PDS (Version 2 – formatted postal O/R address).

Administrations should support both versions of the Postal O/R Address, and should encourage MH users to use the Formatted Postal O/R Address (Version 2).