

## Correos must modify aspects of its accounting to comply with regulations

- The operator continues to consider administrative notifications as a type of certified letter, which would be part of the Universal Postal Service, but they are not.
- Notifications generated 32.2% (353.46 million) of the traditional postal segment's revenues in 2023.
- Correos has committed to presenting its 2024 accounts correctly.

**Madrid, 25 June 2025** – The CNMC has once again requested Correos to stop classifying administrative notifications in its accounting as certified letters included in the Universal Postal Service ([VECO/DTSP/001/25](#)).

Correos is the company legally designated to provide the [Universal Postal Service](#) (UPS), which is the set of postal services that must be guaranteed permanently throughout the national territory, with specific quality standards and at affordable prices for all users. Correos receives compensation for the unfair financial burden involved in fulfilling these public service obligations.

## Types of UPS Shipments

The Universal Postal Service includes domestic and cross-border mail (ordinary and certified) for letters, postcards (up to 2 kg) and parcels (up to 20 kg).

Administrative and judicial notifications, however, **are not included in the UPS**. These are correspondence shipments weighing up to 2 kg, with up to two delivery attempts at the recipient's address, requiring a signature, delivery management and proof of receipt as a guarantee ([Law 39/2015](#)).

As per the [2023 Annual Postal Sector Report](#), notifications accounted for 6.2% of shipments and 32.2% of revenue in the traditional postal sector (letters, postcards, certified letters, and notifications). This segment totalled 1.3414 billion shipments and had a turnover of €1.0977 billion in 2023 ([press release](#)).

## Changing the accounting system

Correos' 2023 cost accounting system complies with the [Postal Law](#) and [Order FOM/2447/2004](#), except in the calculations related to administrative notifications.

The operator has complied with the CNMC's requirement to submit non-accounting technical reports on the administrative notification service for all years from 2014 to 2023 ([press release](#)).

It has also committed to submitting the 2024 accounting results distinguishing administrative notification services from certified letters. Additionally, it must submit the corrected results for the years since 2016.

Finally, The CNMC has required Correos to correct other aspects in the coming years, without material impact, to implement the improvements described in the decision.

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- [Press release](#) (26/05/2023): The CNMC requires the Spanish Post Office to change aspects of its accounting to comply with regulations
- [Press release](#) (13/04/2020): The CNMC requires Sociedad Estatal Correos y Telégrafos, S.A. to correct its accounts for its financial years up to 2016