

Europe: Percentage On Time within J+3 Standard

Years 1997, 1998, 1999



		Destination																		
		AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	UK	
O r i g i n	Austria	99		94.7	96.8	88.5	88.5	96.6	61.7	70.4	81.6	79.2	94.5	92.9	84.4	89.5	79.2	95.7	98.1	93.4
		98		91.2	95.7	81.5	86.6	94.9	53.8	67.2	75.2	47.3	88.9	96.4	80.6	88.5	62.8	91.9	98.1	90.7
		97		92.8	92.7	77.9	87.9	93.7	41.1	65.6	54.4	26.7	83.9	93.5	82.1	77.8	59.0	89.7	95.2	90.8
Belgium	99	94.4		93.1	90.8	91.6	95.5	49.2	81.8	93.2	73.1	97.8	93.2	87.5	91.6	85.5	93.6	96.1	93.1	
	98	80.2		83.8	83.1	90.0	92.4	41.9	78.6	80.0	49.0	94.1	89.7	79.8	86.6	74.6	87.1	90.0	84.6	
	97	90.3		93.2	91.0	91.3	92.2	43.1	86.7	85.0	38.6	97.5	96.0	88.7	89.4	81.5	93.9	94.2	93.1	
Denmark	99	95.5	96.2		95.5	92.9	96.6	66.4	94.7	93.0	80.3	94.5	96.2	94.5	93.8	87.5	98.2	97.7	95.7	
	98	94.6	93.3		97.5	92.9	96.0	50.7	90.9	88.6	41.1	92.7	95.7	94.4	89.3	71.7	98.4	97.0	96.1	
	97	93.1	94.4		96.4	91.4	93.9	52.1	93.3	83.8	30.8	98.0	96.2	96.9	81.1	78.7	98.3	97.7	95.3	
Finland	99	90.9	91.9	96.1		87.3	94.2	34.7	63.9	78.6	60.0	92.1	93.5	91.5	80.6	68.4	98.6	96.6	94.3	
	98	90.8	87.4	96.1		86.0	91.4	34.1	63.5	74.8	28.4	84.4	91.5	92.7	69.0	50.1	98.1	96.1	92.9	
	97	82.1	90.8	96.1		82.0	84.1	34.5	76.0	65.0	13.1	89.9	91.7	94.2	62.5	51.2	96.9	94.9	90.8	
France	99	90.9	95.3	94.4	81.7		95.8	55.6	77.7	91.0	75.5	95.3	95.3	81.8	91.9	89.3	91.5	97.0	95.8	
	98	90.2	94.0	93.4	86.2		95.3	47.7	74.6	87.2	45.8	93.5	95.3	85.7	91.3	78.6	92.6	96.0	93.3	
	97	87.5	95.9	93.8	86.9		93.7	44.3	69.4	82.8	46.7	95.2	95.3	93.6	88.9	84.3	93.8	95.0	93.6	
Germany	99	94.9	96.1	97.6	94.2	93.3		64.1	79.9	92.3	76.2	96.7	96.3	89.9	94.9	84.1	93.7	98.2	95.3	
	98	93.4	94.3	94.7	93.5	92.4		57.1	80.4	88.3	49.8	95.6	95.1	85.5	90.7	67.1	92.4	97.9	92.1	
	97	88.4	91.9	91.3	85.1	89.8		45.2	64.6	77.2	31.7	92.4	93.0	86.6	82.7	75.9	87.5	94.4	86.8	
Greece	99	77.7	77.3	81.3	62.5	76.1	83.5		47.8	69.5	62.2	83.2	81.9	61.9	75.6	64.3	78.4	91.8	80.6	
	98	74.1	77.9	66.4	68.5	68.4	75.6		36.5	59.2	30.2	69.8	79.6	57.1	68.0	54.5	74.3	82.5	73.0	
	97	56.9	64.0	58.1	40.2	59.3	59.5		33.3	33.3	16.2	55.9	61.6	50.1	43.8	34.8	49.4	62.4	63.8	
Iceland	99	75.0	75.1	97.0	85.8	83.0	86.6	49.6		71.1	48.4	87.0	87.9	87.1	74.9	71.1	96.0	85.2	90.3	
	98	73.6	71.3	94.2	85.3	73.4	79.4	35.6		70.2	20.5	92.2	93.8	90.6	65.9	50.9	96.3	88.0	90.2	
	97	75.2	80.0	97.6	83.9	68.3	75.5	23.8		44.4	12.4	97.1	86.3	95.3	38.6	32.8	96.3	82.7	90.8	
Ireland	99	73.4	89.9	92.6	75.0	87.8	91.0	51.6	79.6		70.7	86.2	92.2	74.5	82.6	72.3	86.9	93.4	92.7	
	98	78.1	84.2	84.9	62.4	82.8	86.3	37.8	75.1		25.8	79.7	89.3	66.1	73.2	50.6	81.9	90.8	92.3	
	97	59.2	89.1	87.1	68.7	84.7	79.4	26.3	46.8		15.7	80.9	90.4	71.2	55.3	58.1	78.6	83.9	90.3	
Italy	99	84.5	85.4	86.9	71.8	83.1	86.1	51.0	61.6	74.7		81.5	84.2	68.5	78.2	74.2	83.1	89.1	85.7	
	98	74.0	74.5	75.9	62.8	69.3	74.6	43.1	38.9	56.0		61.0	69.8	51.6	72.4	55.2	74.2	80.3	65.7	
	97	77.9	75.3	76.3	58.4	70.9	68.6	37.6	44.3	46.7		69.5	78.7	69.3	65.1	59.1	69.6	75.6	72.0	
Luxemburg	99	92.7	97.0	93.5	87.1	93.5	97.7	54.3	74.6	83.7	70.2		93.2	84.9	92.9	85.1	94.3	97.4	96.7	
	98	93.6	95.8	92.7	87.2	94.0	96.8	50.6	88.2	83.6	32.8		93.6	82.5	88.6	69.5	86.3	96.1	93.2	
	97	87.2	97.8	88.2	77.3	94.7	95.9	39.1	89.5	68.6	16.8		96.5	88.5	83.7	71.2	89.2	93.2	89.3	
Netherlands	99	90.1	92.7	92.8	85.7	89.4	89.2	66.7	71.1	89.0	66.8	94.1		88.1	86.9	85.1	94.2	94.1	88.3	
	98	93.6	93.8	94.1	92.0	91.6	94.1	62.7	83.3	92.7	38.1	92.7		89.9	89.6	75.0	95.5	94.6	92.5	
	97	93.0	95.9	96.1	93.6	91.8	93.6	57.3	78.7	87.9	42.7	95.1		95.1	88.8	84.0	96.2	93.6	92.1	
Norway	99	87.7	92.0	96.0	89.3	87.2	92.3	49.6	90.3	83.5	57.0	92.1	92.2		84.8	80.1	97.6	95.5	93.3	
	98	77.4	82.7	91.1	88.9	79.1	81.0	31.9	81.0	64.9	11.4	75.1	88.8		73.3	46.5	93.3	87.5	85.9	
	97	90.5	93.9	96.1	94.8	91.6	84.6	38.7	90.8	74.3	20.1	88.3	94.7		73.7	72.2	97.6	95.8	92.7	
Portugal	99	77.6	94.2	94.1	77.5	91.7	93.6	45.6	66.8	75.0	75.3	91.4	93.9	79.4		89.1	91.3	97.0	92.4	
	98	77.4	80.0	83.4	64.0	84.5	84.5	32.2	44.8	50.8	28.6	71.4	85.3	62.5		69.2	79.2	92.5	81.1	
	97	71.4	82.2	77.2	55.7	78.9	69.5	29.4	37.1	40.2	12.4	66.5	78.9	65.0		68.4	78.2	85.2	78.2	
Spain	99	73.2	84.0	85.4	67.8	86.1	85.9	43.3	40.2	78.6	66.3	70.0	85.1	66.5	89.6		79.6	92.2	88.3	
	98	63.2	74.4	81.7	59.0	82.6	82.7	34.9	30.1	67.8	36.8	65.1	76.5	56.6	83.9		71.8	86.6	79.8	
	97	70.7	89.6	87.6	75.8	83.3	79.1	35.6	38.3	64.2	19.2	77.7	88.7	78.0	85.1		83.4	89.0	75.7	
Sweden	99	94.5	95.5	98.1	97.9	93.0	95.0	57.7	92.8	88.9	75.2	95.2	96.0	95.5	89.3	86.7		97.7	95.8	
	98	94.8	93.2	98.5	98.4	91.1	94.2	44.6	88.3	90.3	42.0	91.9	96.8	96.3	87.0	70.7		97.9	95.9	
	97	91.1	95.3	97.2	96.6	91.8	87.8	47.2	91.7	79.4	29.0	94.3	95.5	96.2	77.6	80.2		95.7	94.7	
Switzerland	99	96.5	96.9	97.4	96.6	94.8	98.0	71.0	66.1	93.2	77.0	97.8	96.5	92.4	96.5	88.6	97.3		97.5	
	98	96.6	94.7	97.4	97.8	94.7	97.0	65.9	88.5	88.0	39.8	96.1	96.0	86.9	95.1	79.5	98.6		97.2	
	97	94.5	95.2	96.7	95.6	93.6	96.3	56.4	93.1	86.0	31.2	97.5	95.9	96.1	92.2	86.7	97.2		96.2	
United Kingdom	99	90.3	92.6	95.2	91.6	92.2	94.2	57.1	85.5	93.0	75.4	93.4	93.6	89.2	89.8	86.0	93.8	94.9		
	98	88.5	91.2	94.2	91.7	91.4	90.4	51.9	86.6	91.4	47.3	89.8	93.1	87.7	88.7	70.1	93.3	94.6		
	97	86.8	91.5	92.8	89.8	89.0	83.2	46.6	85.4	87.1	31.1	91.3	90.9	92.0	83.9	75.8	91.4	92.0		

Europe: Average Delivery Days

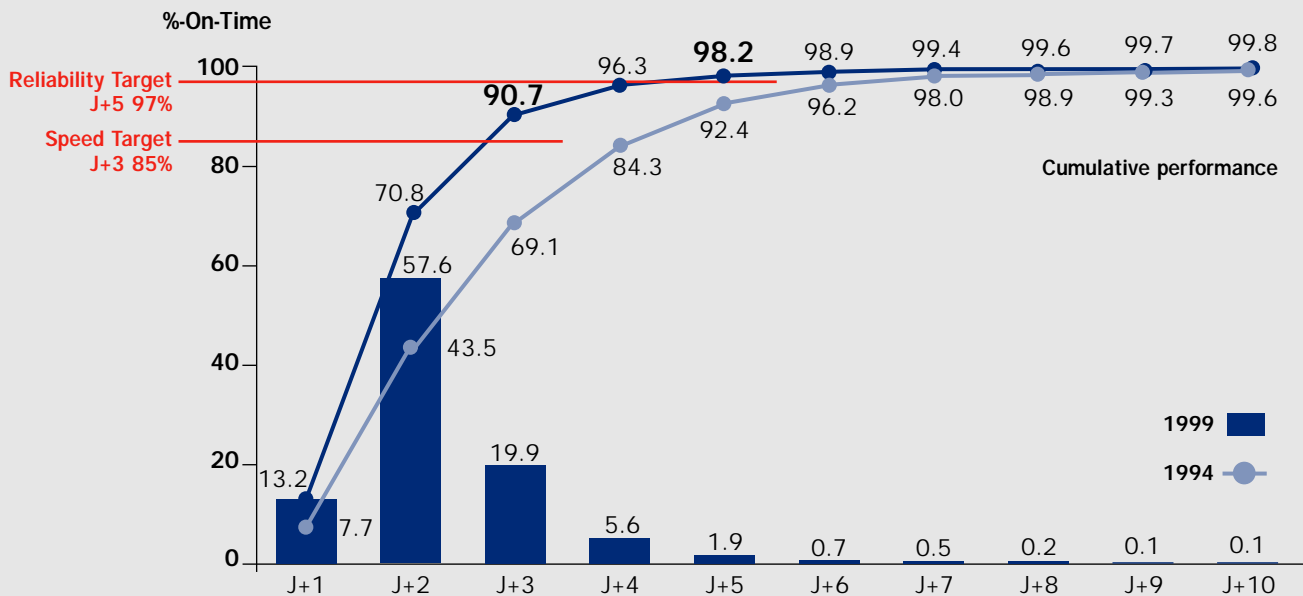
Years 1997, 1998, 1999



		Destination																		
		AT	BE	DK	FI	FR	DE	GR	IS	IE	IT	LU	NL	NO	PT	ES	SE	CH	UK	
O r i g i n	Austria	99		2.2	2.1	2.6	2.4	2.1	3.4	3.2	2.6	2.8	2.3	2.3	2.7	2.6	2.9	2.2	2.0	2.3
		98		2.3	2.2	2.9	2.6	2.1	3.5	3.3	2.9	4.5	2.5	2.2	2.8	2.7	3.4	2.5	2.0	2.5
		97		2.3	2.3	3.0	2.5	2.2	4.5	3.4	3.5	6.2	2.7	2.2	2.7	3.0	3.4	2.5	2.2	2.5
Belgium	99	2.2		2.3	2.6	2.3	2.1	3.9	2.7	2.3	3.1	1.7	2.3	2.6	2.3	2.6	2.3	2.2	2.3	
	98	2.8		2.6	2.8	2.4	2.3	4.1	3.0	2.9	4.4	1.8	2.4	2.8	2.5	3.0	2.5	2.4	2.6	
	97	2.4		2.2	2.4	2.3	2.3	4.3	2.5	2.6	5.3	1.5	2.1	2.4	2.4	2.7	2.2	2.2	2.9	
Denmark	99	2.1	2.1		2.3	2.3	2.1	3.2	2.2	2.2	2.8	2.2	2.2	2.2	2.3	2.5	2.0	2.0	2.1	
	98	2.2	2.3		2.2	2.3	2.1	3.8	2.3	2.4	4.8	2.2	2.1	2.3	2.6	3.2	2.0	2.0	2.1	
	97	2.2	2.2		2.2	2.3	2.3	3.9	2.2	2.6	5.6	2.0	2.1	2.0	2.9	2.9	1.9	2.1	2.2	
Finland	99	2.4	2.3	2.1		2.6	2.2	4.2	3.3	2.9	3.5	2.5	2.3	2.4	2.8	3.2	2.0	2.1	2.3	
	98	2.4	2.6	2.2		2.6	2.4	4.3	3.3	3.2	5.2	2.6	2.4	2.4	3.3	3.8	2.0	2.2	2.4	
	97	2.7	2.6	2.2		2.9	2.7	4.8	3.0	3.3	6.9	2.5	2.5	2.3	3.5	3.6	2.1	2.3	2.6	
France	99	2.4	2.1	2.2	3.1		2.1	3.7	2.9	2.4	3.0	1.9	2.1	2.7	2.2	2.4	2.3	2.0	2.1	
	98	2.4	2.2	2.2	2.7		2.2	3.8	3.1	2.5	4.5	2.0	2.2	2.7	2.3	2.8	2.3	2.1	2.2	
	97	2.5	2.1	2.1	2.7		2.2	4.3	3.2	2.6	4.2	2.0	2.1	2.2	2.4	2.6	2.2	2.1	2.2	
Germany	99	2.2	2.1	2.0	2.3	2.2		3.3	3.0	2.3	3.0	2.0	2.1	2.4	2.1	2.6	2.2	1.9	2.1	
	98	2.3	2.2	2.2	2.4	2.3		3.6	3.0	2.5	4.3	2.1	2.2	2.6	2.3	3.2	2.3	2.0	2.3	
	97	2.4	2.3	2.3	2.7	2.3		4.2	3.5	2.9	5.3	2.2	2.2	2.5	2.7	2.9	2.5	2.2	2.5	
Greece	99	2.9	3.0	2.8	3.5	2.9	2.7		3.9	3.2	3.5	2.7	2.7	3.4	3.0	3.3	2.8	2.3	2.8	
	98	2.9	2.9	3.4	3.4	3.3	3.0		4.4	3.5	5.5	3.2	2.9	3.7	3.4	3.9	3.1	2.7	3.1	
	97	3.7	3.5	3.6	4.3	3.6	3.6		4.8	4.7	7.8	3.6	3.5	3.9	4.2	4.7	3.9	3.4	3.5	
Iceland	99	2.9	3.1	2.1	2.7	2.7	2.6	3.8		3.0	3.9	2.6	2.6	2.5	3.0	3.1	2.1	2.7	2.4	
	98	3.1	3.2	2.2	2.8	3.1	2.9	4.2		3.3	5.6	2.4	2.2	2.4	3.3	3.9	2.1	2.6	2.4	
	97	3.0	2.9	2.1	3.0	3.3	3.0	5.4		3.8	7.7	2.1	2.5	2.2	4.2	4.3	2.1	2.9	2.3	
Ireland	99	3.0	2.3	2.2	3.2	2.5	2.3	3.9	2.9		3.2	2.6	2.3	2.9	2.8	3.2	2.6	2.3	2.2	
	98	2.9	2.7	2.8	3.3	2.7	2.6	4.1	3.1		5.9	2.9	2.5	3.2	3.2	3.8	2.8	2.5	2.3	
	97	3.6	2.5	2.5	3.3	2.6	2.9	5.1	3.8		7.0	2.7	2.4	3.1	3.8	3.6	2.8	2.7	2.3	
Italy	99	2.6	2.6	2.5	3.1	2.7	2.5	3.8	3.4	3.0		2.8	2.7	3.2	2.9	2.9	2.7	2.4	2.6	
	98	3.1	3.1	3.0	3.6	3.3	3.1	4.1	4.7	3.8		3.7	3.3	4.0	3.1	3.8	3.0	2.8	3.5	
	97	3.0	3.1	3.2	3.7	3.3	3.4	4.9	4.3	4.4		3.5	2.9	3.4	3.5	3.7	3.3	3.1	3.3	
Luxemburg	99	2.4	2.1	2.2	2.6	2.1	1.9	3.6	3.0	2.7	3.2		2.2	2.5	2.2	2.6	2.3	2.1	2.1	
	98	2.2	2.1	2.3	2.8	2.2	2.0	3.8	2.6	2.7	4.8		2.2	2.8	2.4	3.1	2.6	2.1	2.3	
	97	2.5	2.0	2.4	3.1	2.1	2.1	4.7	2.4	3.2	6.9		2.1	2.5	2.6	3.5	2.5	2.2	2.4	
Netherlands	99	2.4	2.3	2.3	2.8	2.5	2.5	3.3	3.1	2.5	3.4	2.3		2.5	2.5	2.6	2.2	2.3	2.5	
	98	2.3	2.2	2.2	2.5	2.4	2.2	3.3	2.7	2.3	5.0	2.3		2.5	2.4	3.0	2.2	2.2	2.3	
	97	2.3	2.1	2.1	2.3	2.3	2.2	3.8	2.9	2.4	4.4	2.1		2.1	2.4	2.7	2.1	2.2	2.3	
Norway	99	2.5	2.3	2.1	2.5	2.5	2.4	3.7	2.4	2.6	3.7	2.5	2.3		2.7	2.8	2.0	2.2	2.3	
	98	2.9	2.8	2.4	2.6	2.8	2.8	4.3	2.8	3.2	6.7	3.0	2.5		3.0	3.9	2.2	2.6	2.6	
	97	2.5	2.3	2.1	2.3	2.3	2.6	4.5	2.4	2.9	5.8	2.4	2.1		3.0	3.0	1.9	2.2	2.3	
Portugal	99	3.0	2.2	2.2	3.0	2.3	2.2	3.8	3.3	2.9	3.1	2.4	2.2	2.9		2.3	2.3	2.0	2.3	
	98	2.9	2.8	2.6	3.4	2.6	2.6	4.4	4.3	3.7	5.5	3.0	2.6	3.4		3.2	2.9	2.3	2.8	
	97	3.0	2.7	2.8	3.8	2.8	3.2	5.4	4.3	4.1	7.1	3.3	2.8	3.4		3.2	3.0	2.5	2.9	
Spain	99	3.0	2.6	2.5	3.3	2.6	2.6	4.0	4.1	2.8	3.4	3.2	2.6	3.1	2.4		2.8	2.3	2.5	
	98	3.3	2.9	2.8	3.6	2.7	2.7	4.3	4.5	3.2	5.0	3.3	2.9	3.5	2.6		3.1	2.5	2.8	
	97	3.1	2.4	2.5	3.1	2.7	2.8	4.8	4.1	3.3	6.9	2.9	2.5	2.9	2.5		2.7	2.5	3.1	
Sweden	99	2.2	2.2	2.0	2.1	2.3	2.2	3.5	2.3	2.5	3.0	2.2	2.1	2.2	2.6	2.6		2.0	2.1	
	98	2.3	2.3	2.0	2.1	2.4	2.3	3.9	2.6	2.5	4.8	2.4	2.1	2.2	2.6	3.1		2.0	2.1	
	97	2.3	2.2	2.0	2.1	2.3	2.5	4.2	2.4	2.8	6.0	2.3	2.1	2.0	3.0	2.9		2.1	2.2	
Switzerland	99	2.1	2.1	2.0	2.3	2.0	2.0	3.1	3.3	2.3	3.0	2.0	2.1	2.5	2.1	2.5	2.0		2.0	
	98	2.1	2.2	2.0	2.2	2.1	2.1	3.2	2.5	2.6	4.6	2.2	2.1	2.6	2.2	2.8	2.0		2.1	
	97	2.2	2.1	2.1	2.3	2.2	2.0	3.8	2.4	2.6	5.3	2.0	2.0	2.1	2.3	2.5	2.0		2.0	
United Kingdom	99	2.4	2.3	2.1	2.4	2.3	2.2	3.6	2.5	2.2	3.0	2.2	2.2	2.4	2.4	2.5	2.2	2.1		
	98	2.4	2.3	2.3	2.4	2.3	2.4	3.7	2.6	2.3	4.3	2.4	2.3	2.6	2.5	3.2	2.2	2.2		
	97	2.5	2.3	2.2	2.5	2.4	2.6	4.2	2.6	2.5	5.6	2.3	2.3	2.3	2.6	3.0	2.3	2.3		

Europe: Distribution of Delivery Days

Year 1999



International Post Corporation

Quality of Service Performance International 1st Class Mail



One Million Test Letters

In 1999, more than one million test letters of representative types and sizes were introduced to: 306 country-to-country mail streams, 639 regional routes covering urban and rural areas, and 413 city-to-city links within and between North America and Europe.

Service Standard for International Mail within Europe

IPC's European member Postal operators have agreed to common service standards of J+3 (speed) and J+5 (reliability) for the delivery of first-class international mail within Europe. J (jour for day) is the day of posting. The +3 and +5 express the number of days before final delivery during which time collection, sorting, national and international transport, and delivery take place.

Targets have been set by the European Union's directive on postal services for 85 per cent of mail to be delivered within J+3 and 97 per cent within J+5. Results from UNEX monitoring in 1999 show that Europe's Postal operators exceeded both targets to enhance their customer service in terms of both speed and reliability.

UNEX Statistical Design

UNEX measurement is carried out continuously. The system's statistical design represents the real flows, patterns and characteristics of international mail. The accuracy of the country-to-country quality of service results presented in this report ranges between 1 and 5 per cent, within a 95 per cent level of confidence.

The International Post Corporation

The International Post Corporation (IPC) is a cooperative association of 21 national Postal operators from major countries. IPC supports its members by facilitating improvement in international postal services.

IPC's members are: Österreichische Post AG; La Poste/De Post, Belgium; Canada Post Corporation; the Department of Postal Services, Cyprus; Post Danmark; Finland Post Ltd; La Poste, France; Deutsche Post AG; Hellenic Post ELTA, Greece; Iceland Post; An Post, Ireland; Poste Italiane S.p.A.; Entreprise des Postes et Télécommunications, Luxembourg; TNT Post Group, the Netherlands; Norway Post; CTT Correios de Portugal SA; Correos y Telégrafos, Spain; Sweden Post; Swiss Post; The Post Office, the United Kingdom; and the United States Postal Service.

Improving the Quality of International Mail



Year Results 1 9 9 9

European Postal operators
continue dramatic improvement
in service quality

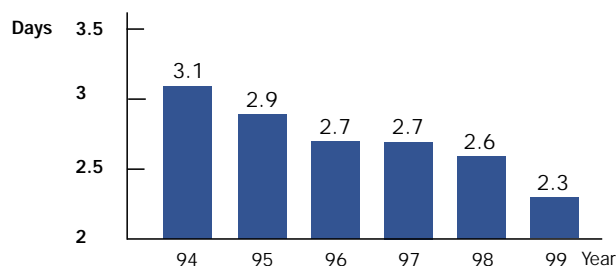
European Postal operators delivered more than 90 per cent of first class, intra-European mail within three days of posting (J+3) in 1999. UNEX end-to-end performance monitoring results for 1999 record that 90.7 per cent of these letters are now delivered within three days of posting, while the average delivery time for a letter to reach its destination is just 2.3 days.

J+3 performance - the speed indicator in UNEX - has improved by 30 per cent since 1994 when monitoring first began. The 90.7 per cent on-time performance achieved during 1999 compares with a performance of just 69.1 per cent in 1994.

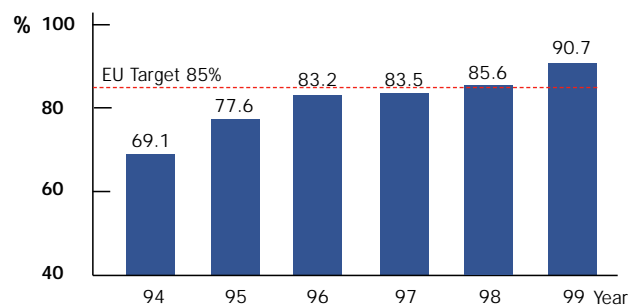
J+5 performance - the reliability indicator - has also improved. The 1999 UNEX results show that more than 98 per cent of letters reached their final destination within five days (J+5).

This new evidence of improved quality of service for intra-European mail results from initiatives undertaken by Postal operators for the benefit of customers. In southern Europe, Hellenic Post ELTA of Greece, Poste Italiane, Correios de Portugal and Correos of Spain have contributed significantly to the overall improvement in 1999. The disparity in performance continues to decrease.

Average Delivery Days



Delivery Performance in J+3



The UNEX Monitoring System

Members of the International Post Corporation (IPC) implemented the Unipost External Monitoring System (UNEX) as one of their initiatives to improve quality of service for international mail customers.

The UNEX monitoring system provides essential data as the basis for action to improve service levels. It measures postal delivery performance for intra-European mail from time of posting to time of delivery. The validity of the statistics it produces is guaranteed by an independent contractor, which, since January 1998, has been a British, ISO9001-certified company, Research International.

IPC members publish UNEX results for Europe twice a year. These provide summaries of two key performance indicators: the percentage of mail items delivered within the agreed target time; and the average number of days taken to deliver mail.