

2014



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INTERNATIONAL MAIL QUALITY OF SERVICE MONITORING

UNEX™ 2013 results



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INTERNATIONAL PRIORITY LETTER MAIL EXTERNAL QUALITY OF SERVICE MONITORING

UNEX™ > 2013 RESULTS

2.2 DAYS

AVERAGE TIME FOR LETTER MAIL DELIVERY IN EUROPE

92.5% J+3

PERFORMANCE ABOVE EU SPEED OBJECTIVE OF 85%
LETTERS DELIVERED IN 3 DAYS

98.2% J+5

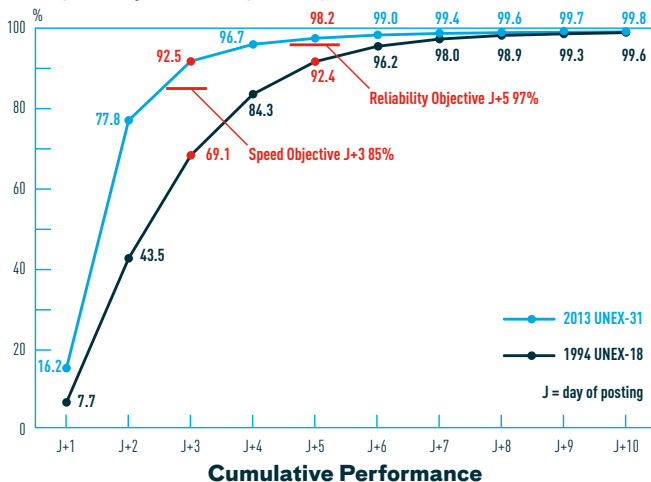
PERFORMANCE ABOVE EU RELIABILITY OBJECTIVE OF
97% LETTERS DELIVERED IN 5 DAYS

INTERNATIONAL LETTER PERFORMANCE CONTINUES TO EXCEED OBJECTIVES

In 2013 European priority letter mail service performance exceeded the European Union (EU) objectives for the 16th successive year. The IPC UNEX™ measurement system showed that 92.5% of letters were delivered within three days of posting and 98.2% within five days. This exceeds the objectives set in the EU Postal Directives of 85% in three days (J+3), and 97% in five days (J+5). The measurement was end to end, from posting in the origin country to delivery to the final addressee in the destination country, including the time for collection, sorting and transportation. The high level of performance shown by the 2013 results demonstrates again the commitment of the postal services in Europe to service excellence for their customers.

CUMULATIVE PERFORMANCE

The chart below shows a comparison of aggregated results for the first year of the measurement 1994 and for 2013, covering respectively 18 and 31 postal operators.

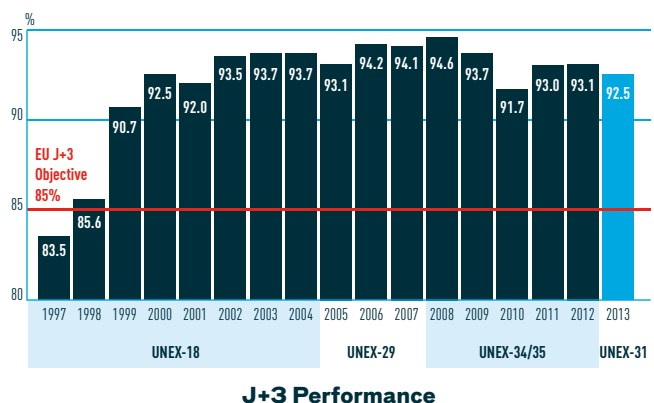


The 2013 curve shows that both main performance indicators for European cross-border first-class/priority letter mail delivery times continue to exceed on average their respective objectives. These performance objectives were set by the 1997 European Union Directive on Postal Services (97/67/EC Directive) for 85% of mail to be delivered within three days of posting, J+3 (the speed indicator), and for 97% to be delivered within five days, J+5 (the service reliability indicator), where 'J' is the day of posting.

In 2013 the average delivery time for the measured countries remained at 2.2 days, an improvement of about half of a day since 1998, and of one day compared to 1994 when the UNEX™ measurement started, while extending the coverage at the same time.

HIGH-LEVEL PERFORMANCE STABLE

The chart below shows the trends over the years since 1997, when the European Union objectives for letter mail service were set. Each bar represents the average proportion of international priority mail that was delivered to its final addressee within three days of posting (J+3, J for Jour (Day of posting) + 3 days). In 2013 J+3, the speed indicator, reached 92.5%, a slight decrease compared to 2012.



Since the year 2000, the J+3 performance has stabilised within a range of 3 percentage points, depending on the impact of climatic or socio-economic events at national or international level. For example the drop in 2010 was caused by some exceptional events affecting both air and ground transport like the eruption of an Icelandic volcano and the heavy snow in December. As for the J+5 performance, it stabilised within a 1.4 point range.

The number of countries included in the IPC UNEX™ system was 18 in 1997, 29 from 2005 to 2008, 34 from 2008 to 2010, 35 in 2011 and 2012 and 31 in 2013.

PERFORMANCE LEVEL ACROSS EUROPE

The table below shows the average performance for, respectively, the group of 18 countries that have been monitored continuously since 1994, for the extended group of 29 countries and for the 31 countries covered in 2013:

	UNEX-18 *	UNEX-29 **	UNEX-31 ***
J+3, speed indicator	94.0%	92.9%	92.5%
J+5, reliability indicator	98.6%	98.3%	98.2%

- (*) UNEX-18: covers the 15 EU countries before the May 2004 enlargement, Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Spain, Sweden and the United Kingdom together with Iceland, Norway and Switzerland.
- (**) UNEX-29: covers 29 countries with the extension of the UNEX-18 group in 2005 to the latest new EU Member countries Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia and Slovenia.
- (***) UNEX-31: covers UNEX-29 extended to Bulgaria and Croatia, i.e. the current EU membership of 28 Member countries along with Iceland, Norway and Switzerland.

191,000

TEST LETTERS ACROSS EUROPE IN 2013

751

COUNTRY-TO-COUNTRY FLOWS MEASURED

31

COUNTRIES SENDING/RECEIVING TEST MAIL

3,000

PANELLISTS SENDING AND/OR RECEIVING TEST MAIL

INTEGRITY AND INDEPENDENCE OF RESULTS

The validity and independence of the statistics are guaranteed by the two UNEX™ external measurement contractors in charge of the panel, Ipsos GmbH (Sachsenstraße 6, 20097 Hamburg, Germany - www.ipsos.de) and TNS UK Ltd (6 More London Place, London SE1 2QY, United Kingdom - www.tnsglobal.com).

The UNEX™ system uses test letters to sample the performance of the end-to-end cross-border mail flows, ie from posting in the origin country to delivery in the destination country, continuously over the year. The test letters are posted and received by panellists selected by Ipsos or TNS, on the basis of specified criteria. Both the identity of these panellists and the exact location of their induction/delivery points are kept unknown from the postal operators participating in the measurement. Furthermore the test letters are mirroring the physical characteristics of the everyday customer's letter mail and consequently they are processed anonymously through the national and international postal networks. More information on the UNEX™ system can be obtained at unex@ipc.be.

PERFORMANCE CONSISTENCY ACROSS EUROPE

The EU objectives are to be met on a country-to-country basis. The table below shows the proportion of UNEX™ country-to-country flows meeting each EU objective:

	UNEX-18 *	UNEX-29 **	UNEX-31 ***
85% J+3, speed indicator objective	76.3%	59.4%	54.9%
97% J+5, reliability indicator objective	76.6%	62.4%	57.8%
Total number of country-to-country flows	278	688	751

UNEX™ MEASUREMENT SYSTEM REGULATORY FRAMEWORK

In past years IPC had already applied requirements from the European Committee for Standardization CEN standard *EN13850 Postal services – Quality of service – Measurement of the transit time of end-to-end services for single piece priority and first class mail* on top of its own grid of European country-to-country flows. For the 2013 study, the main driver has been to meet all methodology requirements specified in the latest update of this CEN standard which was released in 2012, EN 13850:2012.

IPC requested PwC¹ Bedrijfsrevisoren/Reviseurs d'Entreprises ("PwC " in what follows) in Belgium to perform an independent reasonable assurance engagement in accordance with the ISAE 3000 standard to assess the compliance of IPC's UNEX™ quality measurement processes with the CEN 13850:2012 standard ("standard" in what follows).

PwC noted that the UNEX™ measurement was compliant, in all material respects, with this standard, except for 5 areas where, in IPC's opinion, the most relevant in respect of the figures presented in this brochure is related to the real mail data provided. Indeed, the real mail data provided by several postal operators to set up the statistical design for geographical and mail characteristics included domestic data or sometimes bulk mail data and not only cross-border Single Piece Priority Mail (SPPM) related data as prescribed in the standard.

PwC concluded that, in their opinion, except for the effects of the 4 other non-compliance matters described in the Basis for Qualified Opinion Paragraph of their full report and except for the possible effects of the matter described above in respect of the real mail data, IPC's UNEX™ measurement processes was compliant, in all material respects, with the standard and the figures included in the 'Percentage On Time in J+3 and in J+5 & Average Delivery Days' overview are fairly stated, in all material respects, based on the criteria defined in the standard for the period January 1, 2013 to December 31, 2013.

¹) PwC has performed the abovementioned engagement and report solely for use by the IPC under a contract agreed upon with IPC. PwC does not have any obligation towards any other person; PwC does not have nor accept any liability or responsibility (contractual, extra-contractual or otherwise) towards such other person. The full report is available to the European participating postal operators as well as their regulators upon request at unex@ipc.be

EUROPE > PERCENTAGE ON TIME IN J+3 & IN J+5 AND AVERAGE DELIVERY DAYS

IPC PUBLISHES THE UNEX™ END-TO-END RESULTS FOR INTERNATIONAL EUROPEAN PRIORITY LETTER MAIL ANNUALLY

Key performance indicators: the three indicators presented in this brochure are the percentage of test mail items delivered within three days (J+3), ie the speed indicator, within five days (J+5), ie the reliability indicator, and the average number of delivery days taken to deliver mail. J (Jour, for Day) is the day of posting and so, for example, +3 expresses the number of days before final delivery to the addressee during which time collection, sorting, national and international transport, and delivery take place. The distribution of cumulative results from J+1 to J+10 as well as statistical precision figures are available for the 751 country-to-country flows upon request at unex@ipc.be

Method of calculation: the results are calculated based on the posting date, for items sent between 1 January and 31 December 2013, and on a five-day business week. That is calculations exclude Saturdays and Sundays, as well as national and regional postal holidays in the destination country. In 2013 the following countries had Saturday mail delivery: Bulgaria (partly), Denmark, France, Germany, Lithuania, Malta, the Netherlands, Norway, Switzerland and the United Kingdom. The list of 2013 national and regional postal holidays is available upon request at unex@ipc.be as well as a description of the results calculation methodology.

UNEX™ > 2013 RESULTS

Origin Country	Destination Country (ISO alpha-2 code)																															
	AT	BE	BG	HR	CY	CZ	DK	EE	FI	FR	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	SK	SI	ES	SE	CH	GB	
Austria (AT)	J+3		95.3	64.3	77.6	56.4	95.1	94.1	92.1	92.2	97.1	97.5	75.4	97.6	100.0	82.0	89.6	93.9	93.8	95.9	89.8	96.0	92.6	94.9	78.7	93.3	98.9	94.8	89.1	95.4	99.2	95.7
	J+5		100.0	95.1	92.0	93.2	99.6	96.1	100.0	96.7	98.7	99.1	96.4	99.0	100.0	96.5	96.9	100.0	100.0	99.5	96.1	98.1	99.5	98.6	99.1	99.0	100.0	100.0	97.8	100.0	99.2	100.0
	Days		2.1	3.2	2.8	3.5	2.1	2.1	2.5	2.3	2.0	2.0	3.0	2.0	2.1	2.8	2.6	2.1	2.1	2.1	2.5	2.2	2.1	2.2	2.7	2.2	2.0	2.0	2.4	2.0	1.9	2.1
Belgium (BE)	J+3	98.1		57.4	74.0	33.5	95.2	96.5	84.3	86.7	98.4		72.6	92.7	80.0	93.7	85.6	86.6	85.2	98.8	78.1	99.0	71.5	92.3	97.7	90.3	96.9	90.1	90.3	98.7	96.9	97.9
	J+5	99.8		88.9	99.2	72.2	98.2	99.0	99.1	97.9	99.6		94.7	98.8	98.7	99.8	94.3	97.5	98.1	99.8	96.4	99.7	97.0	98.7	99.1	97.2	99.9	96.1	98.5	99.8	100.0	99.4
	Days	1.9		3.6	3.1	4.9	2.1	2.0	2.5	2.5	1.9		3.2	2.2	3.0	2.2	2.7	2.5	2.4	1.9	3.0	1.9	3.0	2.2	2.0	2.4	2.0	2.1	2.3	2.0	1.9	2.0
Bulgaria (BG)	J+3	60.4	66.3			32.6	60.3				47.9		21.9			9.4						54.3		54.8	20.9				40.6		43.9	44.0
	J+5	89.1	95.7			75.1	90.4				85.9		71.2			43.9						85.0		91.4	53.5				80.2		84.7	85.0
	Days	3.5	3.4			4.6	3.5				4.0		5.1			6.5						4.1		3.7	5.6				4.2		4.0	4.3
Croatia (HR)	J+3					79.2					75.5				43.2	35.4						91.9					97.0					77.7
	J+5					93.4					92.9				86.3	70.4						96.9					97.9					97.0
	Days					2.9					3.1				4.1	4.9						2.6					2.2					2.9
Cyprus (CY)	J+3	67.0	50.7	26.8			34.7	49.7		14.4	42.8	45.9	57.6	31.1		17.9	19.1					37.8	51.6	54.6		52.1			17.4	56.6	24.8	73.8
	J+5	94.9	91.4	82.7			88.3	84.8		71.7	85.0	81.1	87.1	74.3		78.2	42.0					75.0	85.3	92.9		85.3			63.4	91.8	65.3	95.3
	Days	3.4	3.8	4.5			4.2	3.9		4.9	4.2	4.5	3.7	4.9		5.2	6.2					4.5	4.0	3.6		3.8			5.5	3.7	5.0	3.0
Czech Republic (CZ)	J+3	94.6	92.2	48.9	55.9	29.9		93.0	54.7	79.8	93.0	91.3	35.0	89.9		60.6	75.3	66.4	60.9	93.7	64.6	94.1	51.0	94.3	52.2	85.0	95.3	80.7	77.3	84.0	95.2	78.9
	J+5	99.0	98.9	85.7	90.8	90.0		99.2	82.7	99.2	99.7	98.9	75.9	98.2		91.7	91.0	82.2	98.9	97.1	99.1	100.0	95.4	98.4	92.2	95.7	96.7	98.3	96.4	99.1	100.0	92.6
	Days	2.1	2.4	4.0	3.7	4.2		2.2	4.0	2.8	2.2	2.3	4.5	2.5		3.6	3.1	3.5	3.4	2.5	3.3	2.1	3.6	2.2	3.6	2.6	2.1	2.9	2.8	2.7	2.0	3.0
Denmark (DK)	J+3	97.1	97.2	58.8	70.5	27.3	92.5		97.7	99.1	98.1		88.2	94.2	95.3	96.2	86.9	93.8	91.6	95.6	76.8	99.8	97.5	96.6	96.4	83.1	95.6	69.9	79.4	98.6	98.0	95.7
	J+5	98.9	100.0	92.3	95.2	78.8	98.2		99.3	99.9	100.0		96.7	98.1	98.6	99.8	97.2	98.6	96.0	100.0	98.6	100.0	99.8	98.5	99.3	98.5	99.5	98.2	95.7	99.7	98.9	99.3
	Days	1.9	1.9	3.2	3.0	5.0	2.3		2.1	1.8	2.0		2.7	2.1	2.1	2.2	2.5	2.1	2.2	2.1	3.1	1.8	1.9	2.1	2.2	2.6	2.1	3.1	2.8	1.8	2.0	2.0

Origin Country		Destination Country (ISO alpha-2 code)																																
		AT	BE	BG	HR	CY	CZ	DK	EE	FI	FR	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	SK	SI	ES	SE	CH	GB		
Estonia (EE)	J+3	88.7	94.6				88.1	94.8		95.1				90.3		57.8	60.4	97.1	98.4			94.7	90.5	86.8	74.8					54.4	92.3	92.2	87.1	
	J+5	98.5	100.0				100.0	99.7		99.5				99.7		92.9	86.2	98.6	99.6			98.0	99.0	98.7	91.0					92.4	99.7	100.0	96.7	
	Days	2.4	2.4				2.5	2.0		2.0				2.4		3.5	3.9	2.1	1.9			2.2	2.4	2.6	3.1					3.5	2.2	2.4	2.8	
Finland (FI)	J+3	97.9	94.0	62.5	48.7	34.3	95.4	97.0	100.0		94.7		66.4	93.1	88.8	91.9	88.2	100.0	96.0	89.2	86.3	76.3	97.8	92.6	89.6	81.5	95.3	74.9	73.7	99.1	99.0	92.8		
	J+5	100.0	98.5	95.1	85.4	81.2	99.2	98.8	100.0		98.7		91.8	96.3	99.2	98.2	96.8	100.0	99.4	97.6	98.5	98.4	99.8	98.8	100.0	97.7	100.0	98.1	97.7	99.8	100.0	98.6		
	Days	2.0	2.3	3.2	4.0	4.4	2.1	2.0	2.0		2.1		3.2	2.2	2.6	2.5	2.6	1.9	2.1	2.5	2.8	2.8	2.0	2.2	2.4	2.7	2.0	3.0	3.0	1.8	1.9	2.2		
France (FR)	J+3	92.9	95.9	48.7	59.9	44.6	89.8	93.9	79.8	95.4		96.2	74.3	91.8	82.5	93.7	86.8	88.7	74.1	95.3	78.9	95.5	92.1	92.2	90.7	87.8	94.2	79.4	88.5	94.7	97.0	91.2		
	J+5	98.3	99.3	85.1	90.7	85.2	97.7	98.7	97.9	99.5		99.3	94.6	99.2	96.8	99.6	95.3	100.0	96.9	99.0	95.8	98.2	98.7	98.5	99.7	96.7	98.9	95.7	98.0	99.2	99.6	98.8		
	Days	2.1	2.0	3.9	3.6	4.1	2.4	2.1	2.9	2.2		2.1	3.1	2.2	2.5	2.4	2.7	2.3	3.0	2.1	2.9	2.1	2.3	2.2	2.3	2.5	2.2	2.7	2.3	2.2	1.9	2.2		
Germany (DE)	J+3	97.4					96.0				97.1			91.7			86.7			98.3					90.4						98.5			
	J+5	99.3					98.7				99.3			99.2			95.6			99.0					97.4						99.5			
	Days	1.9					2.0				1.9			2.1			2.6			1.8					2.2						1.9			
Greece (GR)	J+3	84.0	93.5	82.2	49.6	74.9	84.6	93.4	27.3	67.9	91.8			76.1		67.4	78.5	44.0		89.8	66.2	86.3	80.4	69.4	86.1	90.7		72.0	46.1	88.7	94.3	94.3		
	J+5	97.9	100.0	100.0	90.6	92.2	98.1	100.0	79.3	94.9	99.0			94.5		97.9	94.0	81.0		100.0	94.9	97.4	95.9	91.1	98.2	96.1		91.6	88.4	100.0	100.0	99.9		
	Days	2.5	2.2	2.6	3.8	3.2	2.6	2.3	4.6	3.3	2.3			2.9		3.3	2.8	4.3		2.5	3.2	2.6	3.0	3.2	2.6	2.4		3.7	3.6	2.5	2.1	2.1		
Hungary (HU)	J+3	97.1	86.1	64.0	65.2	36.1	91.1	86.1	58.8	89.5	82.3	91.9	27.2			65.5	62.4		68.8		69.9	90.3	62.1	92.1	76.9	81.4	92.4	98.6	71.2	88.4	97.8	95.4		
	J+5	98.8	98.8	95.7	90.7	82.4	97.9	98.0	89.1	100.0	96.4	97.3	75.5			91.5	89.2		90.0		99.2	97.1	94.9	96.2	94.4	95.4	95.4	99.6	95.2	99.3	99.2	100.0		
	Days	2.0	2.6	3.3	3.4	4.2	2.4	2.7	3.5	2.3	3.0	2.4	4.6			3.5	3.7		3.3		3.2	2.8	3.4	2.3	3.0	2.8	2.2	2.1	3.2	2.6	2.0	2.3		
Iceland (IS)	J+3	95.1	63.9				94.4			83.8	90.9					67.5	65.8						91.3	78.1					84.2	97.3	83.7	94.8		
	J+5	99.6	100.0				100.0			98.4	98.6					86.8	92.9						100.0	96.7					99.5	100.0	98.8	100.0		
	Days	2.6	3.1				2.0			2.5	2.3					3.7	3.7						2.3	3.1					2.9	2.0	2.8	2.3		
Ireland (IE)	J+3	90.4	96.9	47.2	49.3	34.3	95.8	97.7	82.4	87.7	93.9			49.5	83.6	78.3			83.9	65.1	51.8	86.2	72.3	95.8	84.2	89.3	94.4	23.1	95.6	73.9	82.6	90.7	94.3	96.5
	J+5	98.5	100.0	84.3	87.0	79.7	99.6	100.0	96.0	98.9	98.8			83.7	98.7	98.5			94.3	97.2	79.4	98.9	96.5	100.0	98.9	99.4	98.2	81.5	98.8	100.0	96.4	99.4	99.7	99.3
	Days	2.2	2.1	4.0	3.9	4.5	2.1	2.0	3.1	2.7	2.2			4.0	2.7	3.0			2.8	3.1	4.0	2.5	3.3	2.2	2.8	2.4	2.4	4.8	2.3	2.9	2.8	2.3	2.1	2.0
Italy (IT)	J+3	82.4	79.4	33.9	43.5	13.6	77.6	80.6	30.4	82.9	87.5	85.4	41.1	65.2	37.7	79.8			43.9	42.9	78.2	74.5	83.6	74.9	82.5	75.0	67.1	87.3	81.7	58.7	80.7	90.1	85.3	
	J+5	97.2	95.7	68.1	84.5	48.8	91.8	94.8	69.8	95.1	96.6	95.3	85.6	93.4	88.2	91.8			82.3	82.8	95.5	94.6	95.9	94.1	94.1	88.6	88.8	96.6	93.8	85.4	94.7	96.6	94.3	
	Days	2.7	3.0	4.8	4.1	6.1	3.3	2.9	5.5	2.8	2.6	2.7	4.2	3.5	4.5	2.9			4.1	4.3	3.0	3.1	2.7	3.1	2.9	3.2	3.4	2.6	2.8	3.8	3.0	2.5	2.7	
Latvia (LV)	J+3	98.5	98.8				96.4	96.8	98.1	97.8	95.7			18.1	93.2		84.1	73.7		95.7			93.7	96.5	92.2	63.1				71.4	97.1	94.0	93.6	
	J+5	100.0	99.4				100.0	100.0	99.4	100.0	99.6			85.3	98.9		98.4	89.6		99.6			98.7	99.8	97.6	93.2				93.8	99.3	100.0	98.5	
	Days	2.0	2.0				2.3	2.0	2.0	2.0	2.1			4.4	2.4		2.9	3.5		2.1			2.2	2.1	2.2	3.4				3.2	2.0	2.4	2.3	
Lithuania (LT)	J+3	94.5	81.5			43.7	79.1	94.3	96.0	98.1	87.4			80.9		61.7	69.3	92.7					86.2	88.0	88.9	74.9	64.8	100.0	53.3	60.3	98.5	90.0	79.4	
	J+5	98.1	95.3			73.5	98.7	98.9	97.7	100.0	95.8			97.5		91.9	90.6	100.0					96.5	96.9	95.6	95.6	91.6	100.0	78.5	88.5	98.5	99.3	96.3	
	Days	2.1	2.7			5.1	2.7	2.1	2.2	2.0	2.6			2.4		3.6	3.5	2.1					2.5	2.4	2.4	2.9	3.2	2.3	4.0	3.6	1.9	2.2	2.8	
Luxembourg (LU)	J+3	96.1	96.4	54.4		19.3	96.0	95.4	83.5	93.0	98.2	99.1	60.0	97.7	38.4	92.6	86.6	91.6	91.8			92.4	96.8	87.7	84.5	92.1	72.5	68.6	88.0	75.9	95.9	95.8	97.4	
	J+5	98.9	98.3	90.9		68.1	97.2	99.1	97.5	98.9	99.8	100.0	94.3	100.0	80.1	98.4	93.1	100.0	98.8			100.0	98.8	99.1	97.8	98.5	88.9	99.2	95.9	96.3	98.7	99.5	100.0	
	Days	2.1	1.9	3.6		4.8	2.0	2.1	2.6	2.4	1.9	1.9	3.5	2.2	4.2	2.5	2.7	2.3	2.2			2.3	1.9	2.5	2.4	2.2	3.5	3.1	2.3	3.0	2.1	2.1	2.0	

Origin Country		Destination Country (ISO alpha-2 code)																														
		AT	BE	BG	HR	CY	CZ	DK	EE	FI	FR	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	SK	SI	ES	SE	CH	GB
Malta (MT)	J+3	87.6	89.5				23.6			68.9		29.3			58.4	46.5			81.4		81.5	51.5	70.9	73.2		83.7	11.1	48.0	81.5	87.5	77.4	
	J+5	96.0	97.8				66.6			95.9		87.2			93.6	74.4			99.3		98.3	94.3	95.3	93.7		86.2	42.7	88.2	100.0	97.5	95.4	
	Days	2.5	2.6				5.2			3.2		4.4			3.5	4.5			2.8		2.6	3.6	3.3	3.2		2.9	6.3	3.8	2.6	2.8	2.9	
Netherlands (NL)	J+3	98.2	98.4	33.2	30.8	5.8	93.1	96.6	91.2	96.2	97.3		70.9	96.6	95.2	97.1	83.2	89.4	63.3	98.7	35.7		86.9	91.7	96.7	90.1	92.6	79.7	88.5	97.3	97.7	95.8
	J+5	99.5	99.9	82.6	74.4	65.5	99.1	100.0	96.7	99.7	99.2		96.5	99.4	99.3	98.8	94.4	100.0	93.8	100.0	92.7		98.9	99.3	99.5	99.1	98.8	100.0	96.3	98.9	99.4	99.7
	Days	2.0	1.9	4.3	4.6	5.3	2.2	2.1	2.4	2.1	2.0		3.2	2.0	2.1	2.2	2.8	2.6	3.3	1.9	3.9		2.6	2.1	1.9	2.4	2.2	3.1	2.5	2.0	2.0	2.2
Norway (NO)	J+3	95.7	97.2	66.8	61.0	46.7	86.4	96.6	92.6	97.2	91.8		80.5	88.4	98.0	92.0	80.8	95.7	87.4	90.5		90.0		93.7	83.8	73.2	83.1		81.6	98.5	98.5	91.2
	J+5	99.1	99.4	85.8	80.5	86.4	92.5	99.6	99.3	99.9	98.4		97.3	100.0	100.0	99.3	90.8	99.6	96.8	100.0		98.5		98.8	97.2	94.9	100.0		98.0	99.7	98.9	98.8
	Days	2.1	2.1	3.5	3.7	4.0	2.7	2.0	2.2	2.0	2.2		2.9	2.2	2.0	2.5	2.9	2.1	2.5	2.5		2.3		2.3	2.5	2.9	2.6		2.8	1.9	1.9	2.3
Poland (PL)	J+3	94.8	94.0	43.6	69.6	43.0	92.2	95.5	90.4	82.6	93.0		55.9	94.3	70.4	86.7	72.0	95.8	93.4	85.2	67.0	95.1	84.9		82.5	72.1	99.1	89.2	77.5	96.0	94.9	94.9
	J+5	99.0	100.0	84.0	91.8	84.1	98.2	100.0	100.0	100.0	99.1		86.4	100.0	95.1	97.1	88.9	98.8	99.0	95.7	99.3	100.0	98.1		99.5	91.2	100.0	100.0	94.6	99.6	99.6	98.2
	Days	2.1	2.3	4.4	3.5	4.0	2.4	2.2	2.4	2.8	2.3		3.9	2.3	3.2	2.8	3.4	2.1	2.2	2.6	3.3	2.3	2.6		2.7	3.2	2.2	2.6	3.1	2.1	2.1	2.3
Portugal (PT)	J+3	90.4	95.1	49.4	47.6	9.8	95.6	85.2	57.5	87.4	93.0	96.2	49.8	86.2		86.2	86.6	60.4	48.4	96.5	55.2	95.4	93.1	81.4		67.6	87.3	82.7	86.4	94.0	99.2	96.5
	J+5	100.0	99.3	84.0	85.2	68.7	98.4	100.0	94.1	98.4	99.3	99.0	89.4	98.0		96.9	94.5	94.0	87.1	100.0	97.6	98.6	100.0	98.3		97.8	96.8	97.1	98.5	100.0	100.0	99.8
	Days	2.2	2.1	4.0	4.1	5.3	2.2	2.3	3.4	2.5	2.3	2.1	3.8	2.7		3.0	2.7	3.3	3.8	2.1	3.4	2.1	2.3	2.7		3.1	2.5	2.8	2.4	2.1	1.9	2.1
Romania (RO)	J+3	82.3	75.9	47.7		39.9	76.2			59.3	64.7		43.0	78.3		51.3	43.6					83.0	46.6		70.7		74.1		71.8	84.4	81.3	65.9
	J+5	95.6	97.5	92.5		81.1	94.7			90.7	90.0		90.0	97.6		93.4	80.8					94.8	91.2		94.5		96.0		93.5	98.3	95.8	91.4
	Days	2.8	3.0	3.6		4.0	3.1			3.8	3.4		3.9	3.0		3.7	4.5					2.9	3.8		3.2		2.8		3.1	2.7	2.7	3.4
Slovak Republic (SK)	J+3	92.7	87.6	47.9	46.3	26.3	95.9	86.2		76.8	58.9			90.9		59.0	62.8		84.3			88.5		82.9	75.0	70.3		95.5	51.2	89.1	91.2	78.9
	J+5	97.7	96.9	95.7	90.4	81.8	98.7	100.0		98.2	96.9			99.8		89.0	90.5		96.4			98.1		96.9	94.0	93.4		100.0	91.6	100.0	99.5	96.9
	Days	2.4	2.8	3.5	3.9	4.8	2.1	2.7		3.0	3.4			2.5		3.6	3.6		2.9			2.8		2.9	3.2	3.4		2.7	3.7	2.6	2.7	3.1
Slovenia (SI)	J+3	97.4	95.3	66.9	94.8		92.5	94.6	76.9	77.3	90.2		42.6	100.0		83.0	74.5	82.6	79.2	97.2		95.3	84.8	88.7	95.4	78.5	96.6			89.6	99.3	
	J+5	100.0	100.0	91.8	100.0		98.3	97.6	97.4	99.3	99.6		81.4	100.0		88.5	90.4	99.4	95.6	100.0		100.0	100.0	98.5	99.6	97.2	97.2			99.1	100.0	
	Days	1.8	2.1	3.4	2.2		2.3	2.1	2.9	2.9	2.2		4.5	2.0		3.2	3.2	2.7	3.2	2.2		2.1	2.8	2.3	2.1	2.8	1.9			2.2	1.8	
Spain (ES)	J+3	89.9	89.4	38.4	32.3	20.8	83.7	95.0	44.5	80.5	92.4		48.4	68.6	28.7	77.7	80.8			85.8	49.2	92.4	59.8	65.4	92.5	81.3	87.7	58.6		71.7	90.5	92.5
	J+5	99.2	97.9	83.9	85.0	56.9	96.8	97.9	71.3	96.9	98.8		85.8	93.7	83.2	95.7	95.7			99.6	81.1	98.9	91.7	96.9	99.1	95.4	96.6	86.0		94.4	97.9	97.6
	Days	2.4	2.4	4.0	4.2	5.6	2.7	2.2	4.7	3.0	2.3		3.9	3.3	4.6	3.2	2.9			2.7	4.1	2.3	3.6	3.3	2.3	2.8	2.6	3.8		3.2	2.3	2.4
Sweden (SE)	J+3	99.1	95.3	65.3	57.8	46.5	99.2	97.9	94.7	98.8	95.6		71.3	90.3	93.7	94.6	86.1	99.3	93.8	97.8	83.6	99.2	97.0	93.2	87.0	82.4	97.7	86.7	71.6		98.4	96.9
	J+5	99.1	98.5	95.3	88.8	89.2	100.0	99.7	100.0	99.9	98.2		92.8	93.8	97.9	100.0	97.8	100.0	96.8	98.2	99.3	100.0	99.7	100.0	94.6	95.2	99.7	96.5	98.9		100.0	98.5
	Days	2.0	2.1	3.3	3.6	3.9	2.1	1.9	2.1	1.9	2.2		3.2	3.1	2.2	2.3	2.6	1.9	2.3	2.2	2.9	2.0	2.0	2.1	2.5	2.9	2.0	2.8	3.0		1.9	2.0
Switzerland (CH)	J+3	98.0	96.1	63.6	33.8	60.6	98.6	97.5	85.2	97.1	96.5	99.3	77.6	98.1	75.6	95.6	85.8	92.8	89.6	98.2	90.6	97.9	98.5	96.5	96.5	87.8	96.5	98.4	90.2	98.8		97.1
	J+5	99.9	99.2	96.6	89.1	87.0	100.0	99.4	98.0	99.7	99.5	100.0	96.2	99.5	97.1	98.9	95.0	98.2	98.2	100.0	100.0	98.7	100.0	99.6	100.0	98.2	99.8	100.0	97.7	100.0		99.5
	Days	1.9	2.0	3.1	4.4	3.8	1.9	2.0	2.7	2.1	2.1	1.8	2.8	1.9	3.0	2.2	2.7	2.4	2.7	1.9	2.7	2.0	1.9	2.0	2.0	2.5	1.9	1.9	2.3	1.8		2.0
United Kingdom (GB)	J+3	91.7	96.3	29.6	22.8	34.4	80.8	95.3	57.5	92.7	94.9		77.1	91.1	87.0	96.3	84.4	53.2	53.1	92.5	73.6	95.3	91.0	86.5	93.6	75.8	79.9	52.5	80.6	96.8	91.8	
	J+5	97.7	99.6	80.9	75.0	77.0	96.8	99.2	96.0	98.9	99.3		95.8	98.3	97.3	99.5	96.1	86.2	89.1	100.0	97.1	99.6	99.1	96.0	97.9	90.1	97.0	88.2	95.6	99.0	99.0	
	Days	2.2	2.1	4.4	4.8	4.5	2.8	1.9	3.4	2.2	2.1		2.9	2.3	2.5	2.1	2.7	3.8	3.6	2.2	3.1	2.2	2.4	2.5	2.3	3.1	3.0	3.9	2.6	2.2	2.1	

STATISTICAL DESIGN

The UNEX™ measurement is carried out continuously over the year and covers both urban and rural areas in Europe in line with real mail spreading.

The characteristics of the test letters and of the panel are specified to ensure that they are representative of the real mail stream with respect to weights and sizes (C6-20g, C5-50g, C4-50g), posting methods (mailbox, post office, pick-up), payment methods (stamp, meter, PP), addressing (machine typed, handwritten) and geographical location of posting and receipt of mail in each country.

The UNEX™ system and in particular the European Committee for Standardization CEN standard *EN13850 Postal services – Quality of service – Measurement of the transit time of end-to-end services for single piece priority and first class mail* which has been the main driver in 2013, require the design ie test mail samples, physical characteristics of that mail, panellists profiles as well as origin and destination country spread, to be based on real mail studies that should be carried out by each post being the universal postal service provider in a CEN country.

The results reported by UNEX™ cover international priority single piece letter mail, ie mail which is not bulk mail or that would imply constraints for the customers at posting like, for example, the registration of items, minimum induction volumes, equal contents or a pre-sortation of the inducted mail, in line with the CEN standard EN 13850:2012 scope.

FOR UNEX™ 2013:

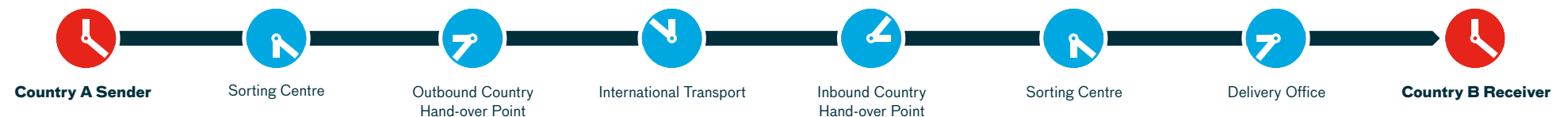
- > 191,000 UNEX™ test letters travelled in 31 European countries, on 751 country-to-country flows, sent and received by 3,000 panellists.
 - > test letter volumes to be sent from one country to another were calculated using the international priority single piece real mail volumes travelling from one country to another, provided by both posts on each flow based on the accounting agreements they exchange annually to calculate each other's remuneration in delivering each other's international mail ("terminal dues").
 - > very small flows were not measured; the CEN standard specifies that flows with real mail volumes below 11,500 mail pieces per year may be excluded from the measurement. Indeed, the test mail itself would artificially increase the real mail volume more than 2.5%.
 - > the geographical spread of the test mail in origin or destination countries was mainly based on real mail statistics aggregating all mail processed ie often a mix of domestic and international mail
 - > the mail characteristics sampling related to induction and payment methods, sizes and weights was often based on all mail processed by the postal operator within the country. Indeed, not all operators can split their mail statistics into national and international flow for each of these parameters.
 - > the letter mail sizes measured were C6, C5 and C4, and the weights were 20g and 50g. Test letters were no thicker than a couple of millimeters.
 - > finally, the CEN EN 13850:2012 standard's methodology is not to be applied for an international measurement in a multi-postal operator field study. That is why flows with Germany were measured on a voluntary basis only. Germany is an exception in Europe as there is not one unique universal service provider in that country.
 - > The results reported above meet the redress procedure requested by the CEN standard EN 13850:2012. To handle possible deviations between test volume sample proportions and the initial required real mail statistics proportions a complex process of weighting was to be applied. IPC first analysed the variation in past postal performance to identify the key discriminant factors for each of the measured country-to-country flows. Where deviations from the statistical design proportions were found on the discriminant factors, IPC has adjusted by implementing weighting on each of the factors for each of the flows.
- After the corrective weighting on each of the country-to-country flow, IPC has applied the country-to-country real mail volumes to calculate the European average. More information on the discriminant analyses or on the corrective weighting process can be obtained at unex@ipc.be.
- > The statistical accuracy of 44% of the country-to-country results was lower or equal to 5%, within a 95% level of confidence, while 56% reached an accuracy above 5%, mainly on small volume mail flows.

RADIO FREQUENCY IDENTIFICATION (RFID) TECHNOLOGY

Eighty percent of UNEX™ test letter contains a Radio Frequency Identification (RFID) device, so that as the test letter moves through the mail pipeline, the time of its arrival at specific points can be recorded automatically by radio receivers located in postal

facilities. These radio receivers are linked to a global RFID Network run by International Post Corporation. In a fully anonymous manner, they help to identify any delays which may occur along the postal process, from origin country to destination country. This RFID

technology, with continuous technical enhancements, has been in use for the UNEX™ postal quality of service measurement for 17 years. Currently this network serves 46 countries throughout the world, covering 340 sites with 1,500 radio receivers.



ABOUT INTERNATIONAL POST CORPORATION SC

International Post Corporation SC (IPC) is a cooperative association of 24 member postal operators in Asia Pacific, Europe and North America. IPC is the postal industry's partner that has provided over the past two decades industry leadership by driving service quality and interoperability, supporting its members to ensure the high performance of international mail services and developing the IT infrastructure required to achieve this. IPC engages in industry research, creates business-critical intelligence, provides a range of platforms for member post CEOs and senior management to exchange best practices and discuss strategy, and gives its members an authoritative, independent and collective voice. With members delivering some 80% of global postal mail, IPC represents the majority of the world's mail volume. For more information please visit our website www.ipc.be or contact us at info@ipc.be.

UNEX™ COUNTRIES MEASURED IN 2013

PARTICIPATING POSTAL OPERATORS

WEBSITE ADDRESS

Austria	Österreichische Post AG	www.post.at
Belgium	bpost	www.bpost.be
Cyprus	Cyprus Post	www.mcw.gov.cy
Denmark	Post Danmark	www.postdanmark.dk
Finland	Itella Corporation	www.itella.com
France	Le Groupe La Poste	www.laposte.fr
Germany	<i>As explained above, although Deutsche Post DHL was not participating in the study as a member, test mail was sent from and to Germany on behalf of other postal operators.</i>	
Greece	Hellenic Post ELTA	www.elta.gr
Hungary	Magyar Posta	www.posta.hu
Iceland	Iceland Post	www.postur.is
Ireland	An Post	www.anpost.ie
Italy	Poste Italiane S.p.A.	www.poste.it
Luxembourg	POST Luxembourg	www.post.lu
The Netherlands	PostNL	www.postnl.com
Norway	Posten Norge	www.posten.no
Portugal	CTT Correios de Portugal SA	www.ctt.pt
Spain	Correos	www.correos.es
Sweden	Posten Sverige AB	www.posten.se
Switzerland	Post CH	www.swisspost.ch
United Kingdom	Royal Mail Group plc	www.royalmailgroup.com
In 2013 the UNEX™ Monitoring System in Europe covered IPC European members' countries above together with:		
Bulgaria	Bulgarian Posts plc	www.bgpost.bg
Croatia	Hrvatska pošta	www.posta.hr
Czech Republic	Ceská Pošta	www.ceskaposta.cz
Estonia	Eesti Post	www.post.ee
Latvia	Latvijas Pasts	www.pasts.lv
Lithuania	Lietuvos Paštas	www.post.lt
Malta	MaltaPost plc	www.maltapost.com
Poland	Poczta Polska	www.poczta-polska.pl
Romania	Posta Română	www.posta-romana.ro
Slovak Republic	Slovenská Pošta	www.posta.sk
Slovenia	Pošta Slovenije	www.posta.si

The addresses of the postal operators above can be obtained upon request at unex@ipc.be

More information on the UNEX™ Quality of Service Monitoring System and technical documentation related to the 2013 results can be obtained at unex@ipc.be.

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