

## Quality of international letter mail service in Europe continues its recovery despite remaining challenges

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The IPC UNEX™ 2022 CEN module results released today show that, on average, international priority letter mail in Europe was delivered in 3.7 days (compared to 4.1 in 2021), showing that posts continue to recover following the Covid-19 pandemic. Despite remaining challenges, the UNEX™ 2022 results show that posts remain committed to improving their performance, having delivered 63.6% (against 59.9% in 2021) of the mail in three working days (speed indicator) and 85.3% (against 82.0% in 2021) in five working days (reliability indicator).

Holger Winklbauer, IPC CEO said: “After two years dominated by the pandemic, with posts continuously being forced to set up new logistical solutions, the 2022 UNEX™ results show that the efforts posts have made to stabilise their operations and logistical network to transport mail cross-border pay off. Although Covid-19 is no longer affecting all posts directly with lockdowns or constraints imposed by governments, European postal operators in 2022 still are facing challenges related to the post-Covid situation. Throughout the year, IPC has been supporting its members to meet these challenges, including by developing alternative solutions to ensure the continuity of mail flows.”

Transit times continued to be challenged as European postal operators had to use slower road transportation methods for long distance destinations more frequently as airline companies reduced the frequency of passenger flights within Europe, thus reducing the capability to transport mail by air. Many posts were also affected by the workforce shortage which also impacted many other sectors. In the course of 2022, a few European posts have also been targeted by cyber-attacks which impacted mail transportation. Finally, the war in Ukraine has

also directly impacted the logistical processes in many border countries. In the absence of the usual direct air transportation link from postal operators into Ukraine, posts in neighbouring countries, despite pressure on their own networks, ensured the continuity of postal flows, receiving mail and support goods from other posts, and transporting them by truck into Ukraine Post facilities.

The IPC UNEX™ CEN measurement is end-to-end: from posting in the origin country, to delivery to the final addressee in the destination country. Due to the end-to-end nature of the measurement, the challenges encountered in the posts impacted their postal partners and vice versa. This includes the postal operations’ time for collection in the origin country, sorting, international transportation, and processing and delivery in the destination country.

The UNEX™ results published today are from the UNEX™ CEN measurement, which is conducted independently by the external research firm Kantar in the United Kingdom.

The 2022 results of the UNEX™ CEN module are based on a total of 106,000 test letters sent and received by 4,400 volunteers spread within 31 countries, participating in the measurement, the 27 EU Member States

together with Iceland, Norway, Switzerland and the United Kingdom. Overall, 767 country-to-country flows were measured. IPC's UNEX™ mail monitoring system measures quality of service performance for end-to-end cross-border priority letter mail. The test letters are representative of real mail in terms of mail formats, induction and franking methods, delivery methods and geographical spread within each of the measured European countries. All test letters contained Radio Frequency Identification (RFID) tags, which are recorded by the RFID readers as they pass through the postal facilities.

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#### **About International Post Corporation**

International Post Corporation (IPC) is the leading service provider of the global postal industry that provides leadership by driving service quality, interoperability and business-critical intelligence to support posts in defending existing business and expanding into new growth areas. It is a cooperative association of 26 member postal operators in Asia Pacific, Europe and North America. IPC's solutions and services are used by over 190

posts worldwide. Since 1989 IPC has set standards for upgrading quality and service performance and developed technological solutions that help members enhance service for international letters, packets and parcels. IPC engages in industry research, creates business-critical intelligence, provides a range of platforms and programmes for member post CEOs and senior management to exchange best practices and discuss strategy. IPC also manages the system for incentive-based payments between postal operators. For more information, please visit our website.

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The UNEX™ results 2022 brochure is available at:  
More information about UNEX™:  
<https://www.ipc.be/services/operational-performance-services/unex>

