Interview with Mette Boisen, Head of International Operations, PostNord, on the IPC Mail Registration Device (MRD)

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The IPC MRD (Mail Registration Device) allows for the quick and simple registration of mail handovers at postal facilities situated in airports. The MRD gives users a complete overview of the handover process between posts and airlines at both the origin and destination. The IPC MRD can be registered in two independent processes: the delivery of mail consignments at destination (Proof of Delivery, POD MRD) and the handover of mail consignments at origin (Proof of Custody, POC MRD).

When did PostNord adopt the MRD equipment?

In Denmark, we were among the first to adopt the MRD POD equipment back in 2008. Following this we implemented POC MRD in 2012. In Sweden we implemented POD MRD in 2011 and POC MRD in 2016.

The MRD allows users to quickly register mail delivery handovers at postal facilities situated in airports.

What have the benefits been for PostNord so far?

Here at PostNord, we see several benefits in having the IPC Mail Registration Device. For our outbound mail, the POC and POD MRD enable us to have a dialogue with our carriers based on facts. To ensure that our contracted carriers use the MRDs, we have stated in our contracts with them, that it is mandatory to use the MRDs where they are installed. By using the MRD, if there are any quality issues within the origin or destination airports, it will be identified.

The POD MRD registration enables us to have a fact-based dialogue with the receiving post, if we can see any issues related to the processing of our mail. In relation to our inbound mail, the MRD registrations make it possible to analyse data and identify arrival patterns. With this data available, we can plan and optimize our production.

In terms of the airmail industry, what are the benefits of the MRD?

The MRDs increase visibility within the whole supply chain. They document the handshake between carriers and origin posts (POC MRD), and between origin and receiving posts (POD MRD). All involved parties can access the

data and see the quality of the process. If there is an issue with the quality, we are able to identify and locate the issue very quickly. This means that there is no more finger pointing and discussions about responsibility.

Did you encounter any challenges putting the MRD in place?

Copenhagen was one of the first airports to implement the POD MRD and POC MRD. As a result, both we and the handlers in Denmark were struggling with problems related to the implementation process. The challenge was not solved until we required the use of POD MRD to be mandatory for all handlers involved in the process.

In addition, we had issues with handlers and carriers trusting the system. When data was missing in the system it was difficult to determine which party (handler or post) failed to complete its part of the process.

What would you suggest as opportunities for improvement / expansion?

Firstly, it would be relevant to improve the MRD usage in the airports where they are installed. We need the data and it is troublesome, if for some reason, it is not available.

In addition, it may be beneficial for more technical staff from the posts to be trained in MRD, in order to get access to more of the system and technical documents.

It may also be a very good idea to have an overview available for all those with an interest in the MRD and the data showing the actual status of the MRDs around the world.

The stability of the PODs MRDs and POC MRDs can be increased. A process needs to be put in place so that all problems are solved faster when the MRDs break down, not just from IPC but also from the hosting posts.

Also, it could be relevant to continue the effort to improve the support and monitoring of the MRDs and the related dataflow to better react to unforeseen technical issues. It would be relevant to look at the available reports in CAPE – It is important that we have reports that can easily show us the quality of the registrations and enable us to follow up on the use. Currently we are missing more detailed reports regarding POC MRD. Similar the carriers also need reports that enable them to follow up on the use of the MRDs. In relation to expansion, in my opinion all destinations within IPC and INTERCONNECT posts shall have priority. When these are operational the concept can be expanded to other airports.

[For more information on the MRD, click here](#).