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IBIS for parcels

Monitoring User Guide

Version Control

Version	Description/changes	Date	Author
1.0	Draft version of the IBIS for Parcels Monitoring User Guide	October 2015	IBIS ad hoc group

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Acronyms

DO	Designated operator
GCSS	Global Customer Service System
IB	International Bureau of the UPU
IBIS	Internet-based Inquiry System
L1Q	Level 1 request
L1R	Level 1 reply
L2Q	Level 2 request
L2R	Level 2 reply
QUM	Quality update message
PPM	Parcel Post Manual
SUM	Status update message
WF	Workflow
NQ	Notification request
NR	Notification reply

Introduction

The implementation of the Global Customer Service System (GCSS) – IBIS for parcels (February 2015) helped strengthen efforts to improve the quality of the treatment of requests and enhance customer satisfaction. The new Internet-based Inquiry System (IBIS) increases the efficiency of designated operators' (DOs') customer service through the use of different types of request. IBIS also provides refined monitoring reports which allow shortcomings to be identified and addressed.

The purpose of this guide is to explain the use and interpretation of the many reports available. It also includes the steps to be followed and the corrective measures to be taken to improve the quality of service.

In order to make this guide as helpful and easy to use as possible, ongoing suggestions for improving its content or presentation are welcome. Comments may be sent by e-mail to the International Bureau at the following address: parcels@upu.int.

1   IBIS for Parcels (GCSS) reporting terminology

Partner
Two-letter ISO country code and respective country name that identifies a country's customer services dealing with international inquiries.

Requesting and replying partner
The requesting partner is the DO that creates the request (L1, L2 or notification) within IBIS, and the replying partner is the DO that creates a response (reply) within IBIS.

Reply time
Time frame given to create a response to an inquiry within IBIS. These times are defined in the PPM for each type of request and level of investigation.

Level 1 (L1) and Level 2 (L2)
There are two levels of investigation within IBIS. Each level consists of a request and a reply. Notifications and quality-related messages (QUM and SUM) are not considered a separate level of investigation.

Notification
Message designed to convey proactive information at item level and therefore mostly used by a destination DO to report a problem to the origin.

Notification received/sent
Notification received represents the number of notifications received by the DO for its follow-up. Notification sent represents the number of notifications sent by the DO.

Inquiry received/sent
Inquiry received is a request for information on a postal item through IBIS. Inquiry sent is the answer to an inquiry received. Performance reports show DO's quality performance on inquiries received and sent by partners.

Quality update message (QUM)
Indicates quality issues relating to the inquiry request and can be replied to by the DO.

Status update message (SUM)
Message created while the workflow is open, serving to provide information about an ongoing inquiry before a final reply is sent.

Workflow (WF)
An item-level, formalized communication about inquiries. The workflow contains all transactions (messages exchanged) in IBIS. One workflow can have one or more inquiries, i.e. levels of investigation.

Workflow resolution
Represents the percentage of inquiries with a conclusive and satisfying reply to the creator of the workflow. The workflow is considered resolved if it is closed manually by the originator or closed automatically after 30 calendar days from the last interaction in IBIS.

Workflow received/sent
Performance reports show DOs' performance with respect to workflows responded to (received) and initiated (sent) by them.

Workflow duration
The time elapsed from the first request until the last reply created in IBIS.

Escalation
When the Level 1 reply is not satisfactory to the inquiry creator (not conclusive), the investigation may escalate to Level 2. The time elapsed between an L1 reply and an L2 request is called "escalation time".

Reactivation
The workflow is set to have two levels of investigation (L1 and L2). After a Level 2 reply, the WF may be escalated, and this escalation is marked as a WF reactivation. A reactivated WF has at least 2 L1Qs. Reactivation can occur only if a WF is open or after an inconclusive L2R.

Re-opening
A WF can be closed after any reply (L1R, L2R). It is possible to re-open an inquiry if a customer complains again about an item which has had a previous inquiry closed. A re-opened WF should be continued from the point at which it was closed. For example, if an inquiry was closed after a L1R, the agent will have to send a L2Q. If it was closed after an L2R, the agent will have to reactivate to a new L1Q. An inquiry can only be re-opened if the WF has been closed, on any level.

Reply rating
The customer service agent can rate unsatisfactory replies received in IBIS by choosing a reason from the list provided.

Working days and working hours
Time frames are expressed in working days, with eight consecutive local working hours per working day. Non-working days (weekends, national holidays, etc.) are excluded, as long as they are configured in the system.

Calendar days
Calculations in calendar days include weekends and non-working days of the designated call centre.

Due date
The date by which a response to the query must be provided.

Closed case
An inquiry can be closed in two ways:

–   Manual closure: the requesting partner is satisfied by the final reply, and the inquiry is closed manually by selecting the "close case" button.

–   Automatic closure: there has been no further action (escalation) within 30 calendar days of the last reply.

2   Reports methodology

2.1   Production of the reports

The calculation methodology for parcels customer service performance reports is based on closed workflows (automatic or manual) within the reporting period.

The IBIS provider will create the reports and flat files all together on the first calendar day of the month.

The working hours are considered as eight consecutive local working hours per working day. Holidays and non-working days are excluded from the calculation, as long as they are published in the system. It is the responsibility of the DO to ensure that this information is updated, so that it can be considered when reports are created. A report sample (July 2015) can be downloaded at: https://files.upu.int/seos/1000/mpd/ui08092018556faaa7892691e1e80814bd9338338a.

2.2   Time period: monthly and six-monthly reports

–   Reports are in XLS, one file per month, and each report is on one sheet.

–   A consolidated report in PDF for the six-monthly reports.

–   Reports based on operators only (not on type of request).

–   All data is extracted from the database.

2.3 Units used in the performance indicators

- # – total numbers observed within the reporting period.

- % – percentage, either from the performance or from the total number observed, according to the indicator under analysis.

- Time/working hours: 35:14:24 → 35/8 working hours = 4.375 = 4 days, 1 hr + 14 min + 24 sec.

- Days/working days: 3.21 → 3 days + 0.21 * 8 working hours = 3 days + 1 h 40 minutes.

2.4 Force majeure rules

DOs must notify the IB within 24 hours of the incident (excluding holidays and non-working days) by fax or e-mail, using part 1 of the force majeure form – (open case) according to the rules defined on the UPU website. Once the IB has confirmed that "force majeure" can be applied, the days on which the networks were disrupted may be excluded from the performance calculations.

Any failure to inform the IB within the time frame defined below will constitute grounds for non-application of force majeure, and in such cases reports will not be rerun.

3 Performance reports

3.1 Consolidated report

The consolidated report shows a summary of the DO's performance as a replying and as a requesting partner. The global results of this report can be analyzed in greater detail in the subsequent reports. The results presented as "Global results", when referring to averages and percentages, are in weighted averages; otherwise the total sum is indicated.

The report for the replying partner contains the following information:

Timeliness	This part of the report is a copy and paste from indicators in the "Timeliness" report		
	On-time reply	Inquiries received	Number of inquiries RECEIVED for which workflow was closed during the reporting period
		On-time reply	% of inquiries received that were replied to on time (by the due date)
	Time to open requests received	Average time to open	Average time to open the inquiries received
Quality	This part of the report is a copy and paste from indicators in the "Duration" report		
	Workflow resolution	Workflows received	Number of workflows RECEIVED which were closed during the reporting period
		One-level resolution	% of workflows received that were closed after one level
		Reactivation	% of workflows received that were reactivated
	Workflow duration	Average duration	Average duration of workflows received in working days
		Closed cases	% of workflows received that were closed within 30 working days
		Excessive duration	Number of workflows received that were closed after more than 30 working days

The report for the requesting partner contains the following information:

Timeliness	On-time reply	Inquiries sent	Number of inquiries SENT for which workflow was closed during the reporting period
		On-time reply	% of inquiries sent that were replied to on time (by the due date)
	Time to open replies received	Average time to open	Average time to open the incoming replies
Quality	Workflow resolution	Workflows sent	Number of workflows SENT which were closed during the reporting period
		One-level resolution	% of workflows sent that were closed after one level
		Reactivation	% of workflows sent that were reactivated
	Workflow duration	Average duration	Average duration of workflows sent
		Closed cases	% of workflows sent that were closed within 30 working days
		Excessive duration	Number of workflows sent that were closed after more than 30 working days

3.2   Timeliness report

This report highlights the level of quality achieved with regard to the predefined timeliness of requests for level 1 and level 2, as well as globally. This report will display the total number of inquiries received/sent and the number of workflows closed and included in the reports. It will show the percentages of inquiries with on-time replies and late replies, against the total number of inquiries.

The report for the replying partner contains the following information:

	Workflows received	Number of workflows received by each country. Reactivated workflows are also taken into consideration in all indicators (L1 and L2)
L1	Inquiries received	Number of inquiries RECEIVED for which workflow (in L1) was closed during the reporting period
	On-time reply	% of inquiries received that were replied to on time (by the due date), according to the prescribed "Type of request/L1" reply times (Parcel Post Manual, article RC 150)
	Late reply	% of inquiries received that were replied to late (after the due date), according to the prescribed "Type of request/L1" reply times
	SUMs sent	Number of SUMs sent per inquiry within L1 WF
	Average time to open requests received	Time between the receipt of the L1 request and the time taken to open the request
L2	Inquiries received	Number of inquiries received for which workflow (in L2) was closed during the report period
	On-time reply	% of inquiries received that were replied to on time (by the due date), according to the prescribed "Type of request/L2" reply times (Parcel Post Manual, article RC 150)
	Late	% of inquiries received that were replied to late (after the due date), according to the prescribed "Type of request/L2" reply times

L2 (cont.)	SUMs sent	Number of SUMs sent per inquiry within L2 WF
	Average time to open requests received	Time between the receipt of the L2 request and the time taken to open the request
L1+L2	These indicators reflect both levels of workflows	
	Inquiries received	Number of inquiries received for which workflows (in L1 and L2) were closed during the report period
	On-time reply	% of inquiries received that were replied to on time (by the due date), according to the prescribed "Type of request/L1" and "Type of request/L2" reply times
	Late	% of inquiries received that were replied to late (after the due date), according to the prescribed "Type of request/L1" and "Type of request/L2" reply times
	Average time to open requests received	Time elapsed between the receipt of the request and the time taken to open the request
SUM usage	Total SUMs sent	Total number of SUMs sent
	Total late reply	Total number of late replies sent

The report for the requesting partner contains the following information:

	Workflows sent	Number of workflows sent by each country. Reactivated workflows are also taken into consideration in all indicators (L1 and L2)
L1	Inquiries sent	Number of inquiries SENT for which the workflow (in L1) was closed during the reporting period
	On-time reply	% of inquiries sent that were replied to on time (by the due date), according to the prescribed "Type of request/L1" reply times (Parcel Post Manual, article RC 150)
	Late	% of inquiries sent that were replied to late (after the due date), according to prescribed "Type of request/L1" reply times
	SUMs received	Number of SUMs received per inquiry within L1 WF
	Average time to open replies received	Time between the receipt of the L1 reply and the time taken to open the reply
L2	Inquiries sent	Number of inquiries SENT for which workflow (in L2) was closed during the report period
	On-time reply	% of inquiries received that were replied to on time (by the due date), according to the prescribed "Type of request/L2" reply times (Parcel Post Manual, article RC 150)
	Late	% of inquiries received that were replied to late (after the due date), according to the prescribed "Type of request/L2" reply times
	SUMs received	Number of SUMs received per inquiry within L2 WF
	Average time to open replies received	Time between the receipt of the L2 reply and the time taken to open the reply
L1+L2	These indicators reflects both levels of workflows	
	Inquiries sent	Number of inquiries sent for which workflows (in L1 and L2) were closed during the report period

L1+L2 (cont.)	On-time reply	% of inquiries sent that were replied to on time (by the due date), according to the prescribed "Type of request/L1" and "Type of request/L2" reply times
	Late	% of inquiries sent that were replied to late (after the due date), according to the prescribed "Type of request/L1" and "Type of request/L2" reply times
	Average time to open replies received	Time elapsed between the receipt of the reply and the time taken to open the reply
SUM usage	Total SUMs received	Total number or SUMs received
	Total late reply	Total number of late replies sent

3.3   Duration report

This report shows a number of performance indicators relating to the duration of the workflows such as:

–   average duration of the workflow per level of investigation and total;

–   resolution rate after first level of investigation;

–   average escalation time taken to escalate from L1 to L2;

–   reactivation rate of the workflows (i.e. cases that are not resolved within the defined time frame);

–   closed cases ratio within 20 and 30 working days.

The report for the replying partner contains the following information:

	Workflows received	Number of workflows received by each country
Workflows with only one level	Only workflows with one L1 and no escalation are taken into account	
	Workflow L1	Number of workflows with only one inquiry, which corresponds to one L1
	Average duration L1	Average duration of the inquiries having only one-level workflow
	Resolution rate after first level	% of workflows that were closed after the first reply, i.e. with only one request
Workflows with two levels	Only workflows with two levels (L1+L2) and no reactivation are taken into account	
	Workflow L1+L2	Number of workflows with only two levels, i.e. L1+L2, and no reactivation
	Average duration L1	Average duration of the L1 in workflows with two levels
	Average duration L2	Average duration of the L2 in workflows with two levels
	Average escalation time L1R–L2Q	Average duration between L1 reply and L2 request
	Average duration L1+L2 (including escalation)	Average duration between the first request and second reply, including the time between levels (escalation time)
	Resolution rate after second level	% of workflows that were closed after two levels of inquiries
Reactivated workflows	Workflows that are reactivated (WF with two L1s)	
	Workflows > two levels	Number of reactivated workflows (with two L1s)
	Reactivation ratio	% of reactivated workflows

Workflow duration	Indicators of duration and cases closed according to the standards	
	Average duration	Average time elapsed, expressed in working days, between the first request and the last reply to close the case (manually or automatically)
	Closed cases within 20 working days	Number of workflows that were closed (i.e. resolved) within 20 working days
		% of workflows that were closed within 20 working days
	Closed cases within 30 working days	Number of workflows that were closed (i.e. resolved) within 30 working days
		% of workflows that were closed within 30 working days
Excessive duration	Workflows considered as being of excessive duration	
	WK with more than 30 working days	Number of workflows with more than 30 working days
		% of workflows with more than 30 working days

The report for the requesting partner contains the following information:

	Workflows sent	Number of workflows sent to each country
Workflows with only one level	Only workflows with one L1 and no escalation are taken into account	
	Workflow L1	Number of workflows with only one inquiry, which corresponds to one L1
	Average duration L1	Average duration of the inquiries having only one level workflow
	Resolution rate after 1st level	% of workflows that were closed after the first reply, i.e. with only one request
Workflows with two levels	Only workflows with 2 levels (L1+L2) and no reactivation are taken into account	
	Workflow L1+L2	Number of workflows with only2 levels, i.e. L1+L2, and no reactivation
	Average duration L1	Average duration of the L1 in workflows with two levels
	Average duration L2	Average duration of the L2 in workflows with two levels
	Average escalation time L1R–L2Q	Average duration between L1 reply and L2 request
	Average duration L1+L2 (including escalation)	Average duration between the first request and second reply, including the time between levels (escalation time)
	Resolution rate after 2nd level	% of workflows that were closed after two levels of inquiries
Reactivated workflows	Workflows that are reactivated (WF with two L1s)	
	Workflows > 2 levels	Number of reactivated workflows (with two L1s)
	Reactivation ratio	% of reactivated workflows
Workflow duration	Indicators of duration and cases closed according to the standards	
	Average duration	Average time elapsed, expressed in working days, between the first request and the last reply to close the case (manually or automatically)
	Closed cases within 20 working days	Number of workflows that were closed (i.e. resolved) within 20 working days
		% of workflows that were closed within 20 working days

Workflow duration (cont.)	Closed cases within 30 working days	Number of workflows that were closed (i.e. resolved) within 30 working days
		% of workflows that were closed within 30 working days
Excessive Duration	Workflows considered having an excessive duration	
	WF with more than 30 working days	Number of workflows with more than 30 working days
		% of workflows with more than 30 working days

3.4   Quality and anomalies report

This report shows the usage of quality related messages (QUM and SUM) per level of investigation and in total.

For the replying partners, the reply and quality rating score is also shown.

As a replying partner

L1	Indicators concerning only the messages used in level 1 (L1) of the workflows	
	Inquiries received	Number of inquiries in L1 received by the replying partner
	QUMs sent	Number of QUMs sent by the replying partner to the requesting partners in L1
		% of QUMs sent by the replying partner to the requesting partners in L1
	QUMs replied to	Number of QUM replies from the requesting partners to the QUMs sent by the replying partner in L1
		% of QUM replies from the requesting partners to the QUMs sent by the replying partner in L1
	SUMs sent	Number of SUMs sent by the replying partner to the requesting partners in L1
		% of SUMs sent by the replying partner to the requesting partners in L1
	SUMs received	Number of SUMs received by the replying partner from the requesting partners in L1
		% of SUMs received by the replying partner from the requesting partners in L1
L2	Indicators concerning only the messages used in Level 2 (L2) of the workflows	
	Inquiries received	Number of inquiries in L2 received by the replying partner
	QUMs sent	Number of QUMs sent by the replying partner to the requesting partners in L2
		% of QUMs sent by the replying partner to the requesting partners in L2
	QUMs replied to	Number of QUM replies from the requesting partners to the QUMs sent by the replying partner in L2
		% of QUM replies from the requesting partners to the QUMs sent by the replying partner in L2

L2 (cont.)	SUMs sent	Number of SUMs sent by the replying partner to the requesting partners in L2
		% of SUMs sent by the replying partner to the requesting partners in L2
	SUMs received	Number of SUMs received by the replying partner from the requesting partners in L2
		% of SUM received by the replying partner from the requesting partners in L2
L1+L2	Indicators concerning the messages used in both Level 1 and Level 2 of the workflows	
	Inquiries received	Total number of inquiries in both levels received by the replying partner
	QUMs sent	Total number of QUMs sent by the replying partner to the requesting partners in both levels
		% of QUMs sent by the replying partner to the requesting partners in both levels
	QUMs replied to	Total number of QUM replies from the requesting partners to the QUMs sent by the replying partner in both levels
		% of QUM replies from the requesting partners to the QUMs sent by the replying partner in both levels
	SUMs sent	Total number of SUMs sent by the replying partner to the requesting partners in both levels
		% of SUMs sent by the replying partner to the requesting partners in both levels
	SUMs received	Total number of SUMs received by the replying partner from the requesting partners in both levels
		% of SUMs received by the replying partner from the requesting partners in both levels
Poor reply rating of replying partner	Indicators for the quality of the reply provided by the replying partner, based on the rating given by the requesting partner. By default, the rating only applies to unsatisfactory replies given.	
	L1	Total number of replies rated by the requesting partner as unsatisfactory replies in L1
		% of replies rated by the requesting partner as unsatisfactory replies in L1
	L2	Total number of replies rated by the requesting partner as unsatisfactory replies in L2
		% of replies rated by the requesting partner as unsatisfactory replies in L2
	Total	Total number of replies rated by the requesting partner as unsatisfactory replies for both levels
		% of replies rated by the requesting partner as unsatisfactory replies for both levels

As a requesting partner

L1	Indicators concerning only the messages used in level 1 (L1) of the workflows	
	Inquiries sent	Number of inquiries in L1 sent by requesting partner
	QUMs received	Number of QUMs received by the requesting partner from the replying partners in L1
		% of QUMs received by the requesting partner from the replying partners in L1
	QUMs replied to	Number of QUM replies from the requesting partner to the QUMs sent by the replying partners in L1
		% of replies from the requesting partner to the QUMs sent by the replying partners in L1
	SUMs sent	Number of SUMs sent by the requesting partner to the replying partners in L1
		% of SUMs sent by the requesting partner to the replying partners in L1
	SUMs received	Number of SUMs received by the requesting partner from the replying partners in L1
		% of SUMs received by the requesting partner from the replying partners in L1
L2	Indicators concerning only the messages used in Level 2 (L2) of the workflows	
	Inquiries sent	Number of inquiries in L2 sent by the requesting partner
	QUMs received	Number of QUMs received by the requesting partner from the replying partners in L2
		% of QUMs received by the requesting partner from the replying partners in L2
	QUMs replied to	Number of QUM replies from the requesting partner to the QUMs sent by the replying partners in L2
		% of QUM replies from the requesting partner to the QUMs sent by the replying partners in L2
	SUMs sent	Number of SUMs sent by the requesting partner to the replying partners in L2
		% of SUMs sent by the replying partner to the requesting partners in L2
	SUMs received	Number of SUMs received by the requesting partner from the replying partners in L2
		% of SUMs received by the requesting partner from the replying partners in L2
L1+L2	Indicators concerning the messages used in both Level 1 and Level 2 of the workflows	
	Inquiries sent	Total number of inquiries in both levels sent by the requesting partner
	QUMs received	Total number of QUMs received by the requesting partner from the replying partners in both levels
		% of QUMs received by the requesting partner from the replying partners in both levels

L1+L2 (cont.)	QUMs replied to	Total number of QUM replies from the requesting partner to the QUMs sent by the replying partners in both levels
		% of QUM replies from the requesting partner to the QUMs sent by the replying partners in both levels
	SUMs sent	Total number of SUMs sent by the requesting partner to the replying partners in both levels
		% of SUMs sent by the requesting partner to the replying partners in both levels
	SUMs received	Total number of SUMs received by the requesting partner from the replying partners in both levels
		% of SUMs received by the requesting partner from the replying partners in both levels

3.5   Reason for inquiries report

This report shows the total number of inquiries received/sent, and the number and percentage by type of request. The purpose of this report is to highlight the main reasons for customer complaints and help partners take appropriate action to resolve recurrent problems raised in the requests. Eleven types of requests have been predefined. Based on the experiences and proposals of the customer services, this list will be adapted accordingly in the future.

Global results are pure ratios from the total inquiries received or sent (i.e. no weighted averages).

3.6   Notifications report

This report shows the usage of the notification messages, their escalation to L1 investigation, and the average time to open and reply to notification messages.

The report for the replying partner contains the following information:

Notifications received	Number of notifications received by the replying partner
Notification replied to	Number of notifications replied to
	% of notifications replied to
Notification ignored	Number of notifications ignored
	% of notifications ignored
Notification not replied to	Number of notifications not replied to
	% of notifications not replied to
Escalation of notifications (L1)	Number of escalations from notification to L1
	% of escalation from notification to L1
Average time to open notification	Average time to open notification (in working hours)
Average time to reply/ignore	Average time to reply/ignore notification (in working hours)

The report for the requesting partner contains the following information:

Notifications sent	Number of notifications sent by the requesting partner
Notification replied to	Number of notifications replied to
	% of notifications replied
Notification ignored	Number of notifications ignored
	% of notifications ignored

Notification not replied to	Number of notifications not replied to
	% of notifications not replied to
Escalation of notifications (L1)	Number of escalations from notification to L1
	% of escalations from notification to L1
Average time to open notification	Average time to open notification (in working hours)

3.7   Time management report

This report shows the performance of the replying partner in relation to the time indicator. Such information about the time taken to open and reply to each kind of inquiry, as well as the time not used, helps to better understand time management in order to improve the efficiency of the inquiry investigation process. This report is available for the replying partner only, not for the requesting partner.

As a replying partner

	Inquiries received		Numbers of inquiries received (in L1 and L2) by the replying partner
	Inquiries		Numbers of inquiries received by level
Status	L1	Time to open	Time elapsed between receiving and opening a request type "Update/confirmation item status" (in L1) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "Update/confirmation item status" (in L1) in working hours
		Time not used	Time elapsed between the reply time and the standard reply time for a request type "Update/confirmation item status" (in L1) in working hours
	L2	Time to open	Time elapsed between receiving and opening a request type "Update/confirmation item status" (in L2) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "Update/confirmation item status" (in L2) in working hours
		Time not used	Time elapsed between the reply time and the standard reply time for a request type "Update/confirmation item status (in L2) in working hours
WPOD	L1	Time to open	Time elapsed between receiving and opening a request type "Written proof of delivery" (in L1) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "Written proof of delivery" (in L1) in working hours
		Time not used	Time elapsed between the reply time and the standard reply time for a request type "Written proof of delivery" (in L1) in working hours
Disputed	L2	Time to open	Time elapsed between receiving and opening a request type "Disputed delivery" (in L2) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "Disputed delivery" (in L2) in working hours

Disputed (cont.)		Time not used	Time elapsed between the reply time and the standard reply time for a request type "Disputed delivery" (in L2) in working hours
Change	L1	Time to open	Time elapsed between receiving and opening a request type "Request for change/correct address, and redelivery or return/stop delivery" (in L1) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "Request for change/correct address, and redelivery or return/stop delivery" (in L1) in working hours
		Time not used	Time elapsed between the reply time and the standard reply time for a request type "Request for change/correct address, and redelivery or return/stop delivery" (in L1) in working hours
Customs	L1	Time to open	Time elapsed between receiving and opening a request type "Customs investigation" (in L1) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "Customs investigation" (in L1) in working hours
		Time not used	Time elapsed between the reply time and the standard reply time for a request type "Customs investigation" (in L1) in working hours
	L2	Time to open	Time elapsed between receiving and opening a request type "Customs investigation" (in L2) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "Customs investigation" (in L2) in working hours
		Time not used	Time elapsed between the reply time and the standard reply time for a request type "Customs investigation" (in L2) in working hours
Delay	L1	Time to open	Time elapsed between receiving and opening a request type "Explanation for delayed delivery/processing" (in L1) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "Explanation for delayed delivery/processing" (in L1) in working hours
		Time not used	Time elapsed between the reply time and the standard reply time for a request type "Explanation for delayed delivery/processing" (in L1) in working hours
Unex.Ret	L1	Time to open	Time elapsed between receiving and opening a request type "Unexplained return of item" (in L1) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "Unexplained return of item" (in L1) in working hours
		Time not used	Time elapsed between the reply time and the standard reply time for a request type "Unexplained return of item" (in L1) in working hours
COD	L1	Time to open	Time elapsed between receiving and opening a request type "COD amount not received" (in L1) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "COD amount not received" (in L1) in working hours

COD (cont.)	L1 (cont.)	Time not used	Time elapsed between the reply time and the standard reply time for a request type "COD amount not received" (in L1) in working hours
	L2	Time to open	Time elapsed between receiving and opening a request type "COD amount not received" (in L2) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "COD amount not received" (in L2) in working hours
		Time not used	Time elapsed between the reply time and the standard reply time for a request type "COD amount not received" (in L2) in working hours
Damage	L1	Time to open	Time elapsed between receiving and opening a request type "Damage/missing contents" (in L1) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "Damage/missing contents" (in L1) in working hours
		Time not used	Time elapsed between the reply time and the standard reply time for a request type "Damage/missing contents" (in L1) in working hours
	L2	Time to open	Time elapsed between receiving and opening a request type "Damage/missing contents" (in L2) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "Damage/missing contents" (in L2) in working hours
		Time not used	Time elapsed between the reply time and the standard reply time for a request type "Damage/missing contents" (in L2) in working hours
Missent	L1	Time to open	Time elapsed between receiving and opening a request type "Misdirected/redirected/transit" (in L1) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "Misdirected/redirected/transit" (in L1) in working hours
		Time not used	Time elapsed between the reply time and the standard reply time for a request type "Misdirected/redirected/transit" (in L1) in working hours
	L2	Time to open	Time elapsed between receiving and opening a request type "Misdirected/redirected/transit" (in L2) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "Misdirected/redirected/transit" (in L2) in working hours
		Time not used	Time elapsed between the reply time and the standard reply time for a request type "Misdirected/redirected/transit" (in L2) in working hours
Advice of delivery	L1	Time to open	Time elapsed between receiving and opening a request type "Advice of delivery (AR)" (in L1) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "Advice of delivery (AR)" (in L1) in working hours
		Time not used	Time elapsed between the reply time and the standard reply time for a request type "Advice of delivery (AR)" (in L1) in working hours

Advice of delivery (cont.)	L2	Time to open	Time elapsed between receiving and opening a request type "Advice of delivery (AR)" (in L2) in working hours
		Time taken to reply	Time elapsed between opening and replying to a request type "Advice of delivery (AR)" (in L2) in working hours
		Time not used	Time elapsed between the reply time and the standard reply time for a request type "Advice of delivery (AR)" (in L2) in working hours

3.8   Flat files

Flat files are provided on a monthly and six-monthly basis, together with the reports. Flat files should be generated on the same day as the reports to ensure the accuracy of the data.

3.8.1 Workflow flat files

Column title	Definition
ITEM_ID	Item register associated with each workflow
REQ_PARTNER	Partner that initiates the workflow , i.e. makes the first request
REP_PARTNER	Partner that replies to the workflow , i.e. provides the first reply
CC_DEST	Call centre to which the inquiry is sent
AGENT_DEST	Agent that provides the reply to level 1
FIRST_REQ	Date and time of the first request
LAST_REP	Date and time of the last reply
CLOSE_DT	Date and time that the workflow was closed, manually or automatically
WORKING_TIME _SS_TOTAL	Working time in seconds → Time taken in L1+L2 (based on working days)
DURATION _WORKFLOW	Workflow duration in seconds → L1 + escalation + L2 + any reactivation (based on working days)
DURATION (calendar days)	Workflow duration in calendar days → L1 + escalation + L2 + any reactivation
WORKING_DAYS (incl. escalation)	Workflow duration in working days, including escalations
WORKING_DAYS (excl. escalation)	Workflow duration in working days, excluding escalations
L1	Number of level 1 requests in the workflow
REQ_TYPE_L1	Type of requests selected for the first level 1
QUM_L1	QUM received from the replying partner in level 1
QUMR_L1	QUM replied to by the requesting partner in level 1
SUM_L1	Number of SUM messages exchanged in level 1
REPLY_RATING_L1	Percentage of quality replies – rating received from the requesting partner to evaluate the replying partner for level 1
ONTIME_L1	Yes (Y) – replied on time according to the parcels standards for level 1 No (N) – replied late according to the parcels standards for level 1
TIME_OPEN_REQU ESTS_L1	Time to open requests received at L1 – time at which a request is opened by the replying partner minus the time at which a request is received by the replying partner

Column title	Definition
TIME_OPEN_REPLIES_L1	Time to open replies received at L1 – time at which a reply is opened by the requesting partner minus the time at which a replying partner sent a reply
L2	Number of level 2 requests in the workflow
REQ_TYPE_L2	Type of request selected for the first level 2
QUM_L2	QUM received from the replying partner in level 2
QUMR_L2	QUM replied by the requesting partner in level 2
SUM_L2	Number of SUM messages exchanged in level 2
REPLY_RATING_L2	Percentage of quality replies – rating received from the requesting partner to evaluate the replying partner for level 2
RATING_REASON_L2	When the requesting partners rate the replies received, they should select a reason for their rating
ONTIME_L2	Yes (Y) – replied on time according to the EMS standards for level 2 No (N) – replied late according to the EMS standards for level 2
TIME_OPEN_REQUESTS_L2	Time to open requests received at L2 – the time at which a request is opened by the replying partner minus the time at which a request is received by the replying partner
TIME_OPEN_REPLIES_L2	Time to open replies received at L2 – the time at which a reply is opened by the requesting partner minus the time at which a replying partner sends a reply
REACTIVATIONS	The number of times the workflow was reactivated , i.e. the number of level 1 replies with more than the first level 1
CLOSE_TYPE	The way in which the workflow was closed: Manual (M) or Automatic (A)