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**A. Purpose of this User Guide**

The user guide for the QCS Dispatch - Service and volume report is in three parts:

- Part A Explanation and Suggested Usages
- Part B Using Pivot Tables and other Excel features
- Part C Supplement

This part (i.e. part A) is intended to provide information and explanation regarding how the report can be used to analyse and improve postal operational processes.

Part B is intended to illustrate how to use the features of Excel when using the QCS Dispatch - Service and volume report Excel file.

Part C is a short (2-page) supplement to part A, primarily to assist in interpreting the report contents.

**B. Introduction**

1) Variability among designated operators

There is a wide degree of variability among between designated operators regarding operational and transport arrangements. Some have many offices of exchange - others have very few; some have direct flights to many destinations - others must rely heavily on transshipment or transit; some make extensive use of surface airlift (S.A.L.) - others do not use surface airlift at all; some have significant mail volumes that impact flight capacities - others have relatively small volumes.

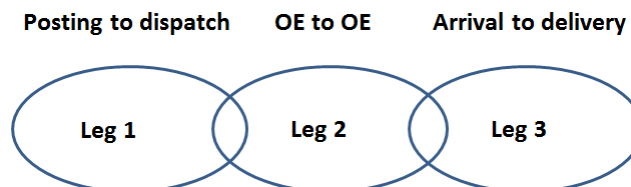
Also, managing outbound is different than managing inbound. Designated operators can plan and control their outbound arrangements, whereas for inbound they can only suggest or request adjustments to their partners.

Some designated operators have access to extensive information tools; others do not.

The QCS Dispatch - Service and volume report is an information tool for use by all designated operators. There is no definitive process for using the report. It is expected that each designated operator will use the report in a manner suitable to its own situation. This document is intended to provide some guidelines.

2) Leg 2

The end-to-end international postal operation can be considered to have three legs, as depicted in the following diagram, where “OE” is “Office of Exchange”:



In this context, OE to OE (leg 2) is not exclusively carrier transport. There are areas of overlap at origin and at destination.

Note: PREDES (PRE-advice of DESpatch) is an EDI message from origin OE to destination OE. RESEDES (RESponse to DESpatch) is an EDI message from destination OE to origin OE.

The PREDES message contains dispatch closed date/time and planned transport. For air transport, this typically includes flight numbers, planned departure and arrival dates, times and locations. It also includes dispatch volumes – number of receptacles, kilos and track-able items. The RESEDES message contains the date/time that each receptacle is processed at the destination OE. Thus PREDES is before handover from the origin operator to the carrier, and RESEDES is after handover from the carrier to the destination operator. Postal customs screening processes take place after receptacles are processed, so customs activities at destination are not included in leg 2, but rather are in leg 3.

Although there are grey areas between postal operator and carrier responsibilities, displaying PREDES and RESEDES data together can result in very powerful information. Importantly, it shows those links that work well - and those that don't. Although it does not always precisely define the problem, it usually has enough diagnostic information to enable probable causes of recurring failures to be determined, or to enable focused investigations of systemic problems.

The QCS Dispatch - Service and volume report is an information tool, combining information from PREDES and RESEDES messages and calculating some additional fields. It enables service analysis and improvement of leg 2 and is also an information tool to assist with other business issues.

### 3) Terminology

To use the report, it is necessary to understand some terminology and codes used in UPU standards. These include: mail category (A, B, C, D); mail class (C, E, T, U) and subclass; IMPC codes; and dispatch series. For readers unfamiliar with the terms or codes, they are briefly explained in section O.

It is also important to be aware of the difference between dispatches the origin has routed as closed transit versus those the origin has routed all the way to destination. A brief description of closed transit is in section P.

Similarly, in analyses, it is important to distinguish between priority mail (category A) and surface airlifted mail (S.A.L. - Category B), briefly described in section Q.

It is easier to use the report if the origin operator has included correct planned transport information in its PREDES message, including departure and arrival dates and times. However, in some cases the transport information may not be complete or may be incorrect. The impact of this can be seen in section R.

## **C. Purpose of the QCS Dispatch - Service and volume report**

With suitable analyses, the report can support the following business areas:

- 1) Quality of service analysis and improvement of leg 2 performance
- 2) Improved operational control of receptacles
- 3) Improved accuracy of planned transport – also on labels and forms
- 4) Volume analyses - for transport planning and other purposes
- 5) Detection and correction of errors in messaging
- 6) Maximizing PREDES and RESEDES coverage

A brief explanation as to how the report supports each of these business areas:

### 1) Quality of service analysis and improvement of leg 2 performance

For each dispatch, the key operational information from PREDES and from RESEDES, as well as calculated durations between events in the supply chain, is displayed. Systemic problems between dispatch from origin OE to processing of the receptacles by the destination OE are quite visible. The report facilitates

communication between origin and destination operator, such as via email, using a common information source.

## 2) Improved operational control of receptacles

Note: Each postal receptacle label has a unique 29-character barcoded receptacle-ID created by the origin OE (UPU standard S9). The destination OE scans the barcode when processing (e.g. opening) the receptacle. The receptacle scan rate is the number of receptacles scanned at destination versus the number dispatched. It can be used as an element of operational control. For example, a scan rate of less than 100% can indicate a receptacle that was dispatched has not been received.

The receptacle scan rate for each dispatch is displayed. This enables easy identification of dispatches for which receptacles may have been lost or stolen while in transit. It enables focus on areas that have systemically low receptacle scan rates (specific operators, specific OEs, specific mail classes, etc.). An Excel version of the report can be used to determine overall summary- level scan rates (e.g. by partner, mail class, OE, etc.).

## 3) Improved accuracy of planned transport – also on labels and forms

The planned transport, including flight numbers, arrival locations, departure dates and times are readily visible to both origin and destination. Thus cases of illogical transport information can be seen, both by origin and destination, and corrected by the origin. Note that the same planned transport also appears on UPU forms and receptacle labels used to transport the mail.

## 4) Volume analyses - for transport planning and other purposes

The mail volume information in PREDES messages includes, for each dispatch, the number of receptacles, the kilograms and the number of track-able items (registered or insured Letter Post, parcels, EMS items). This information can be organized in a myriad of ways that can be very useful to both the origin and destination. One such usage is to use actual kilogrammes dispatched, based on recent history, to establish future transport capacity requirements and reserve space on flights.

## 5) Detection and correction of errors in messaging

Although PREDES/RESDES messaging is quite extensive, with many operators exchanging messages, in some instances the quality of data in the message can be a problem. In part this is because the information has not been accessible to many operators and has not been used to improve business processes. Actually using the information will improve the quality of the information.

For many operators, the report makes operational information in PREDES and RESDES visible for the first time. One of the purposes of the report is to identify errors in PREDES and RESDES messages, so that the operator can correct the errors for subsequent messages.

One source of error is caused by entering erroneous data into reference tables. This is typically the case when flight numbers or departure / arrival date/times are wrong. Errors can also be caused by system logic problems. Examples of these are multiple PREDES messages for the same dispatch, or RESDES messages for receptacles for which there is no PREDES.

Origin operators can review the report for errors in PREDES. Often these are quite visible. For example, an error in entering a planned transport arrival date/time can often result in illogical durations being calculated – even negative ones.

Destination operators noting errors in PREDES should bring these to the attention of the origin operator. Origin operators noting errors in RESDES should bring these to the attention of the destination operator.

## 6) Maximizing PREDES and RESDES coverage

Origin operators can use the report to ensure that each of their outbound dispatch series (for all OEs, all categories, all classes and all subclasses) includes PREDES messaging. Origin operators can also use the report to detect cases where their outbound dispatch series have no RESDES messaging from the

destination. In such a case, they should contact the destination operator to request RESDES messages be sent.

Similarly, destination operators can use the report to ensure that origins are sending PREDES for each of their dispatch series. There can be cases where an inward dispatch series exists but there is no PREDES messaging. These can be detected by comparing PREDES messaging in the report with inward CN 31 or CP 87 forms received or with accounting information. In such cases, the destination should contact the origin to arrange PREDES messaging.

Destination operators can also use the report to detect cases where their inward OEs are not scanning inbound receptacle labels or are not sending RESDES messages for a dispatch series. In such cases the operator should contact its OE and/or adjust its system tables, so as to ensure scanning and RESDES messaging.

Operators contacting other operators should include a copy of the PDF version of the report wherever possible as it can be useful to explain the situation.

Operators wishing to exchange PREDES /RESDES messages with a new partner should contact their network provider (PTC for POST\*net and IPC for GXS).

Note that as regards maximizing PREDES coverage, the companion report in QCS called "Dispatch-Series Status Report" can also be used. It lists dispatch series, whereas the Dispatch Service and volume report lists individual dispatches. Refer to section S.

#### **D. Who should use this report**

The usage of this report within a designated operator's organization can depend on how the designated operator is organized.

Within a designated operator, it is expected that the following business areas / organizations could use the report. Some areas may use the report extensively; others occasionally.

- Quality of international service – for Letter Post, Parcel Post and EMS, both outbound and inbound
- Transportation and transit planning / operational network management
- Office of Exchange management
- International Records (typically located at the OE)
- International Accounting
- Customer Service
- Technical EDI messaging

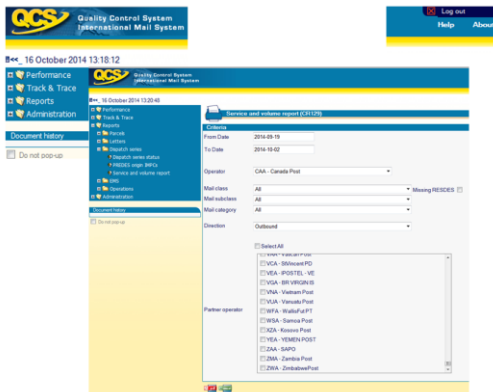
#### **E. Accessing the report**

It is necessary to have a QCS user name and password. This can be obtained by contacting the PTC using the request form that can be downloaded at: [http://www.ptc.upu.int/RequestForm/QCS\\_mail.pdf](http://www.ptc.upu.int/RequestForm/QCS_mail.pdf)

Note that the QCS user names already assigned for parcels can be used.

The URL to access QCS is: <https://qcsmail.ptc.post>

Once you have accessed QCS, it is very simple to navigate to the report screen. From the QCS main screen, click <Reports>, <Dispatch Series>, <Service and volume report>. You can click <Help> in the top right corner if you have any questions about the report screen.



### 1) Selection Criteria:

#### "From" and "To" dates

The selection is based on the dispatch closed date in PREDES messages.

The default date range initially displayed is the two week period that ends two weeks prior to the current date. In most cases, this default is sufficient to enable priority dispatches to arrive and RESDES to be sent. It is possible, however, to change the default date range.

When analysing service for non-priority dispatches involving maritime transport, a date range further in the past is typically needed.

It is possible to use the report to look at very recent PREDES data, regardless of RESDES. As example, an origin may want to view its dispatches for a very recent period – e.g. ending in "yesterday" to be sure that planned changes in transportation arrangements are included, or to analyze volumes.

The maximum date range is 6 months. When specifying the date range, consider the expected size of the resultant report in terms of number of dispatches selected. As example, selecting a lengthy period and a single partner will result in a smaller report and take less time than if you select a lengthy period and "all" partners. If a report containing many dispatches is needed, it usually makes sense to use the Excel option rather than the PDF.

#### Operator

For users that belong to a designated operator, this is pre-assigned to be the designated operator code, and cannot be changed. The code and name are displayed.

#### Location / Office:

The operator may select a specific range of its IMPCs based on 1<sup>st</sup> 5 characters of the IMPC code or may select one of its IMPCs (*Note: Location and Office are not yet included in the selection screen*)

#### Mail Class

The default is "all" but either U-Letter Post; C-Parcel Post; E-EMS; or T-Empty bags can be selected

#### Mail subclass

The default is "all", but a specific value can be selected. As example, selecting "UR" will select only dispatch series containing exclusively registered Letter Post.

#### Mail category

The default is "all", but either A-Airmail or priority mail; B SAL; C-Surface mail/Non-Priority Mail; or D- Priority mail sent by surface, can be selected. Note that it is not possible to select both A and D.

#### Direction

Either outbound (default) or inbound can be selected.

#### Partner operator

Either all partner designated operators, a single designated operator, or several designated operators can be selected.

#### Missing RESDES

It is possible to select only those dispatches that have any receptacles for which there is no RESDES. This can be useful to monitor operational control, e.g. detect cases of possible missing receptacles.

Note that the selection criteria of location, office, class, subclass, category and missing RESDES are primarily used in conjunction with the PDF report, since Excel enables the user to do this type of filtering after the Excel report is created.

#### 2) Launching the report

Click either the PDF or the Excel icon near the bottom of the screen.

Note: The time taken to create the report depends on a number of factors. Normally, using the default period date range, the system should create the reports within 1-3 minutes. If your selection criteria results in a large number of dispatches (because of a longer date range and/or many or “all” partners being selected) it will take longer. Also, if maintenance of the QCS database is taking place, this can impact the time.

### F. PDF report versus Excel file

For ease-of-use, there are two versions – one as a PDF report and one as an Excel file<sup>1</sup>:

PDF (Adobe) report	Excel file
<ul style="list-style-type: none"> <li>• Suitable for on-screen viewing</li> <li>• Most problems are quite visible</li> <li>• Printable – can analyse off-line</li> <li>• Easy to use</li> <li>• Suitable for emailing to partners</li> <li>• Less info than the Excel version</li> </ul>	<ul style="list-style-type: none"> <li>• Can use Excel features – filter, sort, pivot tables, etc.</li> <li>• Requires basic Excel skills, but is quite powerful</li> <li>• More info than PDF: <ul style="list-style-type: none"> <li>E.g. Kilos. Items, more lapsed times</li> </ul> </li> <li>• Enables various volume analyses</li> </ul>

### G. Contents of report

#### 1) Outbound / Inbound

The reports are available from both an outbound and an inbound perspective. Each operator has access only to information concerning dispatches (those with PREDES messages) it has sent or received. This enables origin and destination operators to collaborate, using a common information source. For example, a destination operator may bring the fact of recurring failures in planned transport to the attention of the origin. An origin operator may ask a destination operator to investigate cases where delays in receptacle processing do not seem to be attributable to the carrier.

#### 2) POST\*net / GXS

Note: This section is not relevant to designated operators that use POST\*net. It is relevant to those using GXS.

POST\*net and GXS are the two messaging networks used by operators. POST\*net is operated by UPU’s PTC and GXS is managed by IPC (International Post Corporation). An operator using POST\*net will have all of its dispatches included, both outbound and inbound, including those exchanged with an operator using GXS.

<sup>1</sup> It is also possible to create a CSV (Comma Separated Values) file. But there is usually no need, since the Excel file is easier to work with. However a CSV file is created much faster than the comparable Excel file, so when a very large number of dispatches are to be selected, it can take less time to use the CSV option. Using a CSV file with Microsoft Excel can require the user’s computer to be configured in a specific way, or require specific training to convert CSV to a usable Excel file.

An operator using GXS will have all its dispatches exchanged with those operators that use Post\*net included. Dispatches between operators where both are using GXS are not included, except those subject to data sharing between UPU and IPC.

		Message sender operator	
		POST*net	GXS
Message receiver operator	POST*net	Included	Included
	GXS	Included	subject to data sharing between UPU and IPC

#### H. Operational processes impacting the report

There are some operational processes under direct control of designated operators that have a bearing on their partners using the report.

1. From a destination perspective, it is recommended to periodically ensure the operational processes from transport arrival (such as at an airport) to receptacle processing and RESDES scanning at your inward OEs are operating as planned, and there are no built-in delays within your control that would account for excessive times between planned arrival and 1st RESDES. In particular ensure that receptacles arriving on transport (e.g. flights) arriving before published LAT (Latest Arrival Times) are RESDES-scanned on time.
2. Similarly, make sure that there are no delays within your control that would account for some receptacles of a dispatch being systematically processed significantly later than others (e.g. if the process is different for red label bags or F bags). The report column that best illustrates this problem is that which shows the time between first and last RESDES. This is Excel column Q (1st-last RES hr); PDF column titled "1st –last (hr)".
3. From an origin perspective, it is recommended to periodically review the actual dispatch closing times in relation to the planned transport departure time to ensure dispatch closing is not too early (resulting in mail that could be dispatched being left behind) or too late (resulting in failures to board).
4. Origin operators should also regularly check the scan-ability of receptacle-ID barcodes that they create, especially if the process at the origin involves creating the barcodes but not scanning them.

#### I. How to use the report – suggestions

1. Focus on systemic / recurring problems, rather than on isolated or occasional incidences of delay involving a specific dispatch.
2. Although the report contains both PREDES and RESDES information, there are usages of the report that involve only the PREDES information, as explained below.
3. From an origin perspective, you can use the report regularly (such as weekly) and whenever routing tables are adjusted in your dispatch system to review your PREDES information (regardless of RESDES).
4. Use the report to monitor dispatch closing times in comparison to the planned transport departure times, as well as flight numbers, etc. To do this, you can set the "From and To" dates to be the week ending "yesterday". The RESDES data will be incomplete but you can use the PREDES information to ensure everything is logical from your own perspective as an origin.
5. Also, use the report to maximize the coverage of your PREDES messaging. Aim for having as many of your dispatch series as possible covered by PREDES messaging. This applies to all your OEs and all



mail categories, mail classes and subclasses.

6. Similarly, from a destination perspective, you can use the report to review the dispatches destined to you to make sure that the planned transport information is logical from your perspective as an inbound operator. If you note illogical conditions, (such as wrong flight numbers or erroneous planned arrival times), contact the origin, with a copy of the PDF report, pointing out the illogical condition.
7. Also from a destination perspective, use the report to maximize the number of inbound dispatch series that are covered by PREDES messaging. If there are dispatch series that you receive but are not covered by PREDES, contact the origin operator to arrange PREDES messages to be sent.
8. As regards analysis of leg 2 service performance, this involves both the PREDES and RESDES information. You should focus on systemic, recurring problems, rather than isolated or occasional incidences of delay involving a specific dispatch. Typically the report column that best illustrates problems is the time between planned transport arrival and first RESDES (Excel column O; PDF column titled "Plan Arr-1st RES(hr)")
9. Although it is the responsibility of the origin designated operator to arrange transport or transit to the destination designated operator, the destination should inform the origin when the transport plans are systematically resulting in service delays.
10. The report can be used by both origin and destination to assess operational control of receptacles. A RESDES scan rate of 100% indicates all receptacles dispatched were duly received. A scan rate of less than 100% indicates either a receptacle missed being scanned at the destination OE – or it was lost or stolen while en route. Poor quality barcodes on receptacle labels can also result in lower RESDES scan rates. As a destination operator, aim for a very high RESDES scan rate. As an origin operator, contact those destinations that have systemically low RESDES scan rates.
11. The PDF report can be used to initially review the situation, and then the Excel file can be used for deeper analysis.
12. The PDF report has some selection parameters enabling filtering when the report is initially created (e.g. Office of exchange, category, class, partner, etc.), but they are quite limited. Using the Excel file enables quite extensive filtering, using the standard features of Excel.
13. The report can be browsed so as to review the actual dispatch frequency vis-à-vis volumes. For example it may show that a dispatch series with frequency of dispatch 3 times per week has volumes warranting a daily frequency.
14. It can be helpful to review dispatches for different mail classes with the same planned transport. If there is a significant variability by mail class, then the destination operator may be able to explain the situation.
15. Similarly, for Letter Post, different receptacles of an individual dispatch may be processed in the destination OE at different times. As example, trays may be processed earlier or later than bags, or red-label bags (i.e. bags containing registers or the CN 31Letter Bill) may be processed later than other receptacles. Situations such as this show up in the time between 1<sup>st</sup> and last RESDES. Systemic lengthy durations between 1<sup>st</sup> and last RESDES should be investigated, in collaboration with the destination.
16. It can be helpful to review dispatches to different countries that are routed on the same first transport to the same transshipment airport. The Excel file is ideally suited for analyses of this nature.
17. When communicating with postal partners via email concerning potential systemic problems, it can be useful to create and attach a PDF report that illustrates the potential problem.
18. Keep in mind that carriers (such as airlines) do not receive PREDES or RESDES and thus cannot relate directly to the information in the report. Depending on the situation (such as the contractual relationship an origin operator has with a carrier), it can be preferable for an origin operator to first investigate with the destination operator, and then ask the carrier to investigate.

## J. Other information sources

Operators that have access to other message information should make use of this other information in their analyses. In particular, UPU standard message RESDIT 21 is the carrier’s confirmation that a receptacle has been delivered (or made available) to the destination operator. Comparing RESDIT 21 from the carrier (airline) with RESDES from the destination operator is the best way to determine if a delay involves the carrier or the destination operator. However, many origin operators using this report do not receive RESDIT 21.

Information from QCS Track and Trace can sometimes be used to supplement the information available. As one example, although the optional transport information in RESDES is not included in the QCS Dispatch - Service and volume report, if it exists, it can be viewed in QCS Track and Trace. However, as it is optional, it often is not included. Also, even when present, it can be unreliable, so it must be used carefully.

Another use of QCS Track and Trace to supplement the information is to trace an item in a receptacle and compare the EMD event date/time with the RESDES. This can be useful, where lengthy delays are shown in the report, to confirm that the RESDES date/time is correct.

## K. Tips for using the reports

Tip: In the PDF report it is possible to select the dispatch-series and the dispatch number together, creating the dispatch-ID, and then paste directly into the QCS Track and Trace “Dispatch” screen. It is not necessary to remove the spaces. In the Excel file, the dispatch-ID is column AF.

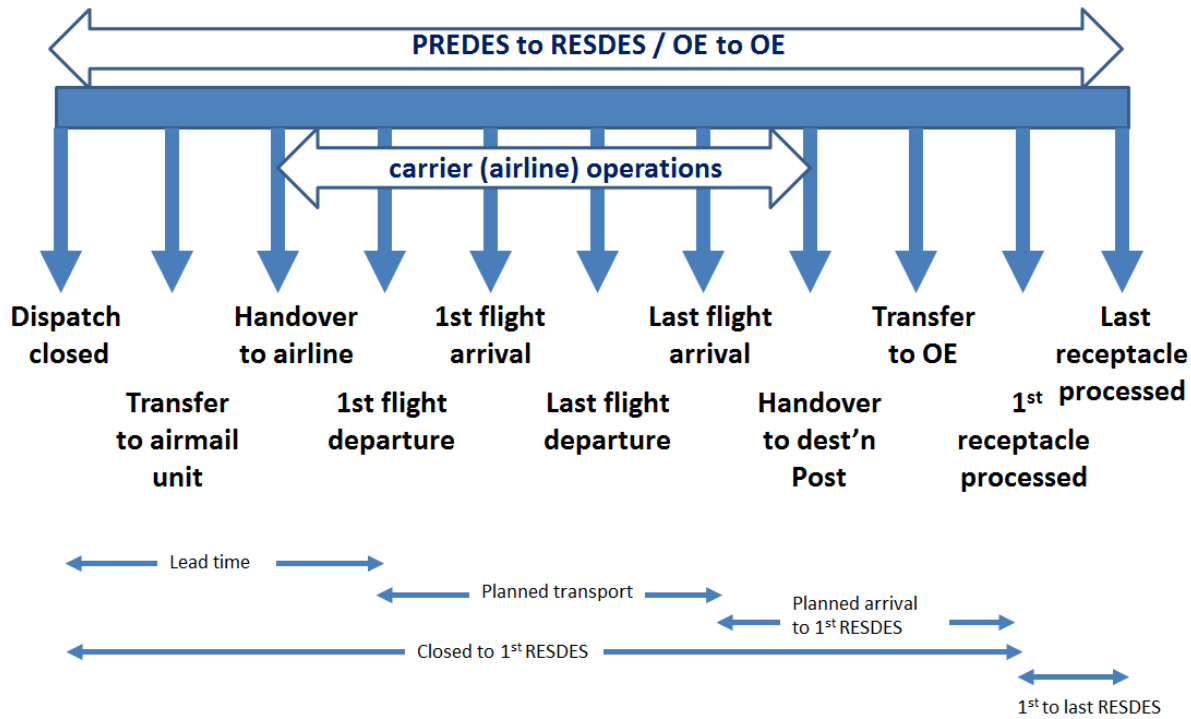
PTR	Dispatch-series	Disp No
KEA	CAYMQA KENBOS AEN	40182
KEA	CAYMQA KENBOS AEN	40183
KEA	CAYMQA KENBOS AEN	40184

Tip: You can create a single PDF report selecting many, or all, partners and then use the “find” feature of PDF . i.e. press <Ctrl F>, then enter the partner’s code to position you at the correct place in the report. (e.g. <Ctrl F>, then “CAA” will usually position you at the part of the report starting with partner Canada Post). This may not work 100% of the time, but it can be useful.

## L. Typical causes of operational situations impacting leg 2 quality of service

The typical events in the supply chain as related to the QCS Dispatch – Service and volume report are depicted in the following diagram, showing a case of direct transshipment from one flight to another at a transshipment airport.



Some of the operational situations that can arise, and the impact, are outlined in the following table:

Operational situation	Impact
Origin operator closing the dispatch earlier than is necessary to meet the planned transport	<p>Depending on local conditions, systematically closing dispatches too early results in mail that could be dispatched being left behind, awaiting the next dispatch – which may be a day later.</p> <p>In some instances, depending on flights, the carrier may transport the mail on an earlier flight than the planned flight. It may arrive at the destination and be processed prior to the planned arrival time. In such a case the planned arrival to 1<sup>st</sup> RESEDES may even be negative.</p> <p>The report includes the “lead time” for each dispatch. This is the time from closing the dispatch to the planned transport departure.</p> <p>Origin operators should review these lead times so that they are appropriate - neither too early nor too late.</p>
Origin operator closing the dispatch too late for the planned transport	<p>Each of these will typically show up in the report with lengthy calculated durations between planned transport arrival and 1<sup>st</sup> RESEDES. Determining what is an excessive duration can depend on local conditions, day of week and time of day. If mail arrives after the destination’s published LAT (Latest Arrival Time), or on an OE non-working day, a duration of 24 hours can be explainable.</p> <p>S.A.L. dispatches (category B), and those planned as closed transit, typically must be analysed separately from priority dispatches (category A) routed all the way to the destination.</p>
Problem in handover from operator to carrier	
Carrier failure to board on planned transport	
Failure to transfer to planned connecting flight	
Delay in handover from carrier to destination operator or delay in picking up by destination operator.	
Delay in processing receptacles by destination operator	

Operational situation	Impact
	It can be helpful to review dispatches for different mail classes with the same planned transport. If there is a significant variability by mail class, then the destination operator may be able to explain the situation.
Receptacles of a multi-receptacle dispatch being split while in carrier custody	These will typically show up in the report as having a lengthy time between 1 <sup>st</sup> and last RESDES. Determining what is an excessive duration can depend on local conditions. A time of 1 or 2 hours is typically not significant whereas, depending on time of day, a longer time may have resulted in a delay to the delivery of the mail.  Systemic / recurring delays between 1 <sup>st</sup> and last RESDES should be investigated in collaboration with the destination operator.
Destination operator processing some receptacles of a multi-receptacle dispatch before other receptacles of the same dispatch	
Receptacles lost or stolen while in transit	If there are any receptacles in the dispatch that do not have a RESDES scan, then the scan rate in the will be less than 100%. These can then be further investigated.

#### M. FAQ – Frequently asked questions

Question	Answer
What date is used in the selection date range?	Selection is based on dispatch closed date from PREDES. It is a mandatory date in PREDES. Other dates, such as departure or arrival are not mandatory for all types of dispatches.
Does the report incorporate information from other messages such as PRECON/RESCON, CARDIT/RESBIT, and EMSEVT?	No. This report is limited to PREDES/RESDES information. A primary purpose of this report is to introduce many designated operators to message data for the first time. Future versions may incorporate other message information, but doing so does impact the “ease of use”. Operators with access to information from other messages can use it to supplement the PREDES/RESDES information.
Does the report automatically flag failures?	No. There currently is no UPU standard to determine what constitutes a failure. However, the report is designed to enable excessive time durations to be readily apparent.  If failures can be suitably defined, this can be a future enhancement.
Does the report use the transport arrival information in RESDES?	No. Although RESDES also has a “transport arrival date/time”, it is not included in this report because it is optional and often is not included. Also, even when present, it can be unreliable. It is possible, however, to see the information in the QCS Track and Trace screen.
Why is the arrival to 1 <sup>st</sup> RESDES duration sometimes negative?	The most common reason is that the planned transport arrival date/time in the PREDES message is incorrect. It can also be that the system creating the RESDES processed date/time is incorrect but this is typically not a manually-entered date/time. It can also happen that, at origin, one or more of the receptacles of a dispatch were handed over to the carrier in sufficient time to be transported on an earlier flight, or were transported on an earlier connecting flight.
Why are some dispatches shown twice in the report?	If a dispatch-ID appears more than once, it is because the origin operator has sent more than one PREDES message for the same dispatch. This is not compliant with the PREDES standard. It can impact the report in a number of ways, depending on the nature of the duplicated PREDES.
Why is a duration of less than 30 minutes sometimes shown as	Currently, the time calculations use only the hours and not the minutes. This is a known problem and will be fixed in a subsequent

Question	Answer
being 1 hour?	version. This problem does not materially impact the use of the report, as typically, problems involve many hours rather than durations of less than an hour.
Why is lead time sometimes shown as zero hours?	Some origins have a system flaw whereby closed date/time is identical to 1 <sup>st</sup> transport departure date/time in the PREDES. This may be for only for one version of PREDES and not the other (i.e. PREDES V2.1 and not for PREDES V2.0). In these cases, lead time is displayed as zero. This is the case with the 2013 version of IPS. It can be fixed by implementing a service pack (V2013 SP3).
For dispatches between operators where both use GXS, why do some, but not all, Letter Post dispatches sometimes appear in the report?	Technically, messages are enveloped in "interchanges" when they are transmitted. An interchange may contain only one, or multiple, messages. IPC sends copies of interchanges that contain PREDES messages for Parcel Post to UPU. If the interchange also contains a PREDES for Letter Post it will also be included in the report. Thus, for exchanges between operators where both are using GXS, Letter Post dispatches may or may not be included. The same applies to EMS.

## N. Description of data elements in the report

### 1) PDF report columns

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
PTR	Dispatch-series	Disp No	Closed day & time	Planned depart	Lead hr	1st Transport	Last	Plan arr day & time	1st RESEDES	Plan Arr-1st RES(hr)	Last RESEDES	1st - last (hr)	Rcp disp	% RES

### 2) Excel file columns<sup>2</sup>

A	B	C	D	E	F	G	H	I	J
Op	Directn	PTR	Dispatch-series	Disp No	Closed D	Closed DT	Closed TM	Dprt DT/TM	Lead hr

K	L	M	N	O	P	Q	R	S	T	U
Arr D	Arr DT/TM	Dprt-Arr hr	1st RES DT/TM	Arr-1st RES hr	Last RES DT/TM	1st-last RES hr	Rcp disp	Rcp RES	% RES	Closed-1st RES hr

V	W	X	Y	Z	AA	AB	AC	AD	AE	AF
Kilos	Items	1st transport	Last transport	Legs	O-IMPC	D-IMPC	Cat	Class	Subcl(char2)	Dispatch ID

### 3) Data element descriptions

Shading indicates data is directly from PREDES message

PDF report columns		Excel file columns		Description
	<i>In heading</i>	A	Op	Code of that operator used in the report selection screen
	<i>In heading</i>	B	Directn	In – inbound; out – outbound
1	PTR	C	PTR	Partner designated operator code. Derived based on the IMPC code. If direction is outbound, this is the operator code associated with the destination IMPC; if inbound, it is that associated with the origin IMPC
2	Dispatch-series	D	Dispatch-series	Consists of 6-character origin IMPC, 6-character destination IMPC, 1-character mail category, and 2-character mail subclass. Mail class is the 1 <sup>st</sup> character of the mail subclass. Spaces are included for readability.
3	Disp No	E	Disp No	Year (1-character) and serial number of the

<sup>2</sup> The CSV file data is identical to the Excel data but, for technical reasons, the column names are slightly different

PDF report columns		Excel file columns		Description
				dispatch
4	Closed day & time (day of week, date/time)	<i>In the Excel file, closed day of week, date and time are in 3 separate columns, to enable filtering on either day of week or on date</i>		
		F	Closed D	1-Mo,...,7-Su (Derived from PREDES closed date)
		G	Closed DT	Dispatch closed date
		H	Closed TM	Closed time
5	Planned depart	I	Dprt DT/TM	Local departure date/time of the 1 <sup>st</sup> planned transport leg <sup>Note 1</sup>
6	Lead hr	J	Lead hr	Calculated duration in hours between closed date/time (col G/H) and 1 <sup>st</sup> planned transport departure date/time(col I)
7	1st Transport	<i>Refer to column X</i>		Carrier, reference number/name, and arrival location of the 1 <sup>st</sup> planned transport leg <sup>Note 1</sup>
8	Last	<i>Refer to column Y</i>		Carrier, reference number/name, and arrival location of the last planned transport leg. If there is only one leg, this will be blank <sup>Note 1</sup>
9	Plan arr day & time (day of week, date/ time)	<i>In the Excel file, planned arrival day of week, and date/time are in 2 separate columns to enable filtering on day of week</i>		
		K	Arr D	1-Mo,...7-Su (derived from PREDES planned arrival date of last transport ) <sup>Note 1</sup>
		L	Arr DT/TM	Local arrival date/time of the last planned transport leg <sup>Note 1</sup>
	<i>Not in report</i>	M	Dprt-Arr hr	Calculated duration in hours between departure date/time of the 1 <sup>st</sup> planned transport leg and arrival of the last planned transport leg. (As both are in local times this is not transport duration). <sup>Note 1</sup>
10	1st RESEDES	N	1st RES DT/TM	Date/time of the chronologically 1 <sup>st</sup> receptacle of the dispatch to be processed at the destination OE <sup>Note 2</sup>
11	Plan Arr-1 <sup>st</sup> RES(hr)	O	Arr-1st RES hr	Calculated duration in hours between the local arrival date/time of the last planned transport leg and the chronologically 1 <sup>st</sup> receptacle of the dispatch to be processed (e.g. opened) at the destination OE . It is (col L to col N). If there is no planned arrival date/time (i.e. col L is blank), this is also blank.
12	Last RESEDES	P	Last RES DT/TM	(Only applies to dispatches with > 1 receptacle). Date/time of the chronologically last receptacle of the dispatch to be processed at the destination OE <sup>Note 2</sup>
13	1st –last (hr)	Q	1st-last RES hr	(Only applies to dispatches with > 1 receptacle) Calculated duration in hours between the chronologically 1 <sup>st</sup> and last receptacle of the dispatch to be processed (e.g. opened) at the destination OE (col N to col P). <sup>Note 2</sup>
14	Rcp disp	R	Rcp disp	The number of receptacles in the dispatch, based on the PREDES
	<i>Not in report</i>	S	Rcp RES	The number of receptacles that have had a RESEDES for the dispatch

PDF report columns		Excel file columns		Description
15	%RES	T	% RES	Calculated per cent of receptacles in the PREDES that have had a RESDES (col S÷ col R), maximum 100%
	<i>Not in report</i>	U	<b>Closed-1st RES hr</b>	Calculated duration in hours between closed date/time and 1st RES DT/TM (col G/H to col N). This is also the sum of columns J,M, and O.
	<i>Not in report</i>	V	<b>Kilos</b>	Sum of the gross weights of the receptacles in the PREDES
	<i>Not in report</i>	W	<b>Items</b>	Sum of the number of items in the receptacles in the PREDES. Normally, this is the number of trackable items in the dispatch (i.e. registered or insured letters, parcels, EMS items)
	<i>Refer to 7</i>	X	<b>1st transport</b>	Carrier, reference number/name, and arrival location of the 1 <sup>st</sup> planned transport leg <sup>Note 1</sup>
	<i>Refer to 8</i>	Y	<b>Last transport</b>	Carrier, and reference number/name, and arrival location of the last planned transport leg If there is only one leg, this will be blank <sup>Note 1</sup>
	<i>Not in report</i>	Z	<b>Legs</b>	The number of transport legs in the PREDES <sup>Note 1</sup>
<i>The following data elements are to facilitate manipulation in Excel such as by sorting, auto-filters, pivot tables, etc.</i>				
	<i>Not in report</i>	AA	<b>O-IMPC</b>	Origin IMPC code
	<i>Not in report</i>	AB	<b>D-IMPC</b>	Destination IMPC code
	<i>Not in report</i>	AC	<b>Cat</b>	Mail category
	<i>Not in report</i>	AD	<b>Class</b>	Mail class
	<i>Not in report</i>	AE	<b>Subcl(char2)</b>	2 <sup>nd</sup> character of mail subclass
	<i>Not in report</i>	AF	<b>Dispatch ID</b>	20 character dispatch identifier. Combination of col D (without the spaces) and col E.

Note 1: All transportation information is planned transport, as known at the time of dispatch closing and in the PREDES message. Actual transportation may differ from planned transport. Based on the PREDES standard, if the mode of transport is air, then the arrival location should be (3 character) IATA airport codes. If the mode is surface, the arrival location should be (5 character) UN/LOCODES, the 1<sup>st</sup> two characters of which are the country code.

Note 2: Explanation by example of Excel columns N, P, and Q (1<sup>st</sup> and last RESDES and duration):

Consider a dispatch consisting of 53 receptacles, numbered 001 to 053. They are received in the destination OE and happen to be processed in the following order: 013, 045, 053, 037, 001, ..., 021 with receptacle 013 being the 1<sup>st</sup> processed, and receptacle 021 being the last processed. The date/time of processing receptacle 013 is the 1<sup>st</sup> RES DT/TM (Excel col N). The date/time of processing receptacle 021 is the Last RES DT/TM (Excel col P). The difference in hours between processing receptacle 013 and receptacle 021 is 1<sup>st</sup>-last RES hr (col Q). If there is only 1 receptacle in the dispatch, there is no "last RESDES", so columns P and Q are blank.

#### 4) Use of Excel columns

This section explains some intended usages of each Excel column.

Col	Title	Usage
A	<b>Op</b>	(For designated operators this is assigned based on the user-ID.)
B	<b>Directn</b>	This enables analyses if operators manually combine an outbound file with an inbound file
C	<b>PTR</b>	If more than one partner was selected, this enables filtering on a specific partner
D	<b>Dispatch-series</b>	Selection on a specific dispatch series, for analysis
E	<b>Disp No</b>	Browsing can show gaps in dispatch numbers, if any.
F	<b>Closed D</b>	Enable analyses (filters, pivot tables, etc.) by closed day of week
G	<b>Closed DT</b>	Enables analyses by closed date. Also, closed date is the basis for selection.

Col	Title	Usage
H	<b>Closed TM</b>	Analysis of closed time in comparison to transport departure.
I	<b>Dprt DT/TM</b>	Ensure that planned transport departure dates and times are logical.
J	<b>Lead hr</b>	Determine whether dispatches are being closed too early, potentially resulting in mail left behind, or too late, potentially resulting in failures to board
K	<b>Arr D</b>	Enable analyses (filters, pivot tables, etc.) by planned arrival day of week. Note that arrivals during or immediately prior to destination OE non-working days will impact the 1 <sup>st</sup> RES date/time
L	<b>Arr DT/TM</b>	Ensure that planned transport arrival dates and times are logical.
M	<b>Dprt-Arr hr</b>	This is <u>not</u> the duration of the planned transport as time zones are not incorporated. This can be used to detect errors in entering planned departure and arrival dates and times into the dispatch system. Such errors are typically readily evident by browsing this column. It is the degree of variability in this column that can be useful – not so much the values themselves.
N	<b>1st RES DT/TM</b>	This is the earliest date/time that the mail inside a dispatch is inducted to the destination's domestic system. Whereas column P is "worst case", this is "best case"
O	<b>Arr-1st RES hr</b>	<p>This is used to detect delays, and the degree of delay, from planned transport arrival to processing at the inward OE. It does not specify the cause of the delay. Typical causes of systemic delays are:</p> <ul style="list-style-type: none"> <li>• Inadequate transport planning by the origin operator.</li> <li>• Failure to board, transfer, or handover to destination by the carrier</li> <li>• Delays between transport arrival and processing the receptacles by the destination operator.</li> </ul> <p>When using this data element, it is very important to consider whether the origin's planned transportation involved closed transit. This can typically be determined by looking at the arrival location of the last transport leg.</p> <p>It is also important to consider dispatches of mail category B (S.A.L.) as these dispatches can be less precise as regards planned transportation.</p>
P	<b>Last RES DT/TM</b>	This is the latest date/time that the mail inside a dispatch is inducted to the destination's domestic system. Whereas column N is "best case", this is "worst case".
Q	<b>1st-last RES hr</b>	<p>This is used to detect cases of receptacles of a multi-receptacle dispatch being split up at some point in the supply chain. It does not specify the cause of this situation. Typical causes are:</p> <ul style="list-style-type: none"> <li>• Origin operator doesn't hand over all of the receptacles of a dispatch to the carrier at the same time.</li> <li>• Carrier doesn't board, transfer, or hand over to destination, all of the receptacles of a dispatch at the same time.</li> <li>• Destination operator doesn't process all of the receptacles of a dispatch within a short period of time.</li> </ul>
R	<b>Rcp disp</b>	Volume analyses, such as number of receptacles by OE, class, etc.
S	<b>Rcp RES</b>	In conjunction with column R - enables analyses of scan rates, such as by OE, class, etc.
T	<b>% RES</b>	View scan rates for individual dispatches.
U	<b>Closed-1st RES hr</b>	<p>As time zones are not incorporated, this is <u>not</u> the duration in time from closing at origin to processing at destination. It is the degree of variability in this column that can be useful – not so much the values themselves.</p> <p>The closed date/time is typically automatically captured by the dispatch system when the last receptacle of the dispatch or the Letter/Parcel Bill is created. The RESDES processed date/time is also typically captured automatically by the system when the receptacle-ID barcode is scanned.</p> <p>Thus this duration typically involves no manual transcription, whereas other date/times (e.g. planned transport departure and arrival) involve manual</p>



Col	Title	Usage
		entry, and are thus subject to error.  This column can be used to measure the consistency of the overall OE to OE time, especially in cases of problems with accuracy, or absence, of planned transport date/times.
V	<b>Kilos</b>	Various volume analyses. As example, if an operator has full PREDES coverage with its major partner this can be used to estimate transport capacity requirements as well as settlement costs and revenues.
W	<b>Items</b>	
X	<b>1st transport</b>	Visibility of planned transport information, by both origin and destination, so as to ensure transport (flights, etc.), depart and arrival times and locations are logical.
Y	<b>Last transport</b>	
Z	<b>Legs</b>	The number of transport legs. If 3 or greater, this enables the operator to know there are transport legs, between the first and last, that are not shown on the report. Also as each additional transport leg increases the possibility of error, the number of legs can be useful for analyses.
AA	<b>O-IMPC</b>	These are to facilitate manipulation in Excel such as by sorting, auto-filters, pivot tables, etc.
AB	<b>D-IMPC</b>	
AC	<b>Cat</b>	
AD	<b>Class</b>	
AE	<b>Subcl(char2)</b>	
AF	<b>Dispatch ID</b>	This can be used to access a specific dispatch in a central database, such as the QCS Track and Trace function to see more information about the dispatch

#### 5) File naming

The PDF report and the Excel file have file names designed to facilitate saving them for later use. The following elements of the file name are separated by a dash

Operator code  
Direction (I or O)  
Partner code, or XXX if multiple partners are selected  
Category, Class, Subclass, or for each, an X if all is selected.  
(example: AXX is category A and all classes; XEX is all EMS)  
From date, in YYYYMMDD format  
To date, in YYYYMMDD format  
File creation date in YYYYMMDD format  
File creation time HHMMSS format (Creation date/time is based on Swiss local time)

#### O. Important definitions

The Postal Transport Guide on the UPU website at [Universal Postal Union – Transport publications](http://www.upu.int/en/activities/transport/publications) is an important reference. Most of the definitions in this document are based on those in the Postal Transport Guide. The URL to access the Postal Transport Guide is:  
<http://www.upu.int/en/activities/transport/publications.html>

PREDES (PRE-advice of DESpatch) is an EDI message from origin OE to destination OE.  
RESDES (RESponse to DESpatch) is an EDI message from destination OE to origin OE

PREDES/RESDES key points:

PREDES has three levels of data relevant to this report

Dispatch level:

Includes the origin OE, destination OE, type and number of dispatch, and date/time the dispatch was closed.

It also includes the planned transportation as it is known at the time of dispatch closing. The actual transport may differ but the planned transport, by definition, never changes.

Receptacle level:

Includes the 29-character S9 receptacle-ID of each receptacle in the dispatch, plus some attributes about the receptacle. The receptacle-ID is also on the receptacle label, in barcoded form.

Item level:

Includes the 13-character S10 item-ID of each track-able item in each receptacle, plus some attributes about the item. (PREDES actually defines the item-to-receptacle link).

## RESDES

When a receptacle that is included in a PREDES from the origin is processed at the destination OE, the barcode on the label is scanned. The receptacle-ID is matched with that in a PREDES received from the origin and the processed date/time is sent to the origin, in a RESDES message.

The event is called "processed" because it may be either be the arrival at the OE or, more commonly, when the receptacle is opened at the OE.

Mail categories are defined in UPU code list 115, as follows:

- A – Airmail or priority mail
- B – S.A.L. mail/non-priority mail
- C – Surface mail/non-priority mail
- D – Priority mail sent by surface transportation (optional code)

Mail classes are defined in UPU code list 116, as follows:

- U – Letters (LC/AO)
- C – Parcels (CP)
- E – EMS
- T – Empty receptacles

Mail subclass is a 2-character code, of which the first character is the mail class. In its simplest and most commonly used form, the second character is "N", which stands for "normal". When there is a single dispatch series for a given mail category and class between two offices of exchange, then "N" is usually applied.

For example, if there is only one dispatch series for priority letter post, the mail subclass code is UN, and the dispatch type is AUN. Similarly, if there is only one dispatch series for surface/non-priority parcel post, the mail sub-class code is CN, and the dispatch type is CCN.

However, there can be a business need for more than one dispatch series. As an example, registered items are normally included with non-registered items in the same letter-operator dispatch series. But an origin may opt to have a separate dispatch series containing exclusively registered items. It would then have one dispatch series as mail subclass UN (dispatch type AUN) and another as mail subclass UR (dispatch type AUR).

Dispatch series is the entity by which postal dispatches are sequentially numbered.

The dispatch series consists of 15 characters:

- 6-char origin OE (IMPC) code.
- 6-char destination OE (IMPC) code.
- 1-char mail category (A, B, C, or optionally D).
- 2-char mail subclass (the first character is mail class – U, C, E, or T). The second character is used to distinguish different dispatch series within the mail class.

### Dispatch type

Mail category and dispatch-level mail subclass, linked together, form the 3-character "dispatch type".

An example of a dispatch series is CAYMQA CHZRHB AUN, where:

CAYMQA is MONTREAL, the operator being Canada Post (code list 108).

CHZRHB is ZURICH 1, the operator being Swiss Post (code list 108).

AUN is the dispatch type, where:

A is the category and refers to "Airmail or priority mail" (code list 115).

UN in the subclass (with U being the class) and refers to "LETTERS – LC/AO"

### Application of these definitions in the QCS Dispatch – Service and volume report:

The report makes extensive use of "dispatch series". The mail category, class and sub-class can be determined from the dispatch series. Explanation by example with XXXXXX being the origin OE and YYYYYY the destination OE.

Dispatch series	Category	Class	Sub-class
XXXXXX YYYYYY <b>AUN</b>	A Airmail or priority mail	U – Letters (LC/AO)	UN
XXXXXX YYYYYY <b>BUN</b>	S.A.L. mail/non-priority mail	U – Letters (LC/AO)	UN
XXXXXX YYYYYY <b>ACN</b>	A Airmail or priority mail	C – Parcels (CP)	CN
XXXXXX YYYYYY <b>CCV</b>	C Surface mail/non-priority mail	C – Parcels (CP)	CV Parcels - insured
XXXXXX YYYYYY <b>AEN</b>	A Airmail or priority mail	E – EMS	EN
XXXXXX YYYYYY <b>AUR</b>	A Airmail or priority mail	U – Letters (LC/AO)	UR Letters - registered
XXXXXX YYYYYY <b>AEM</b>	A Airmail or priority mail	E – EMS	EM EMS - merchandise

The relation of class and subclass is further explained below:

Origin OE	Dest'n OE	Category	Class	
XXXXXX	XXXXXX	A	U	N
			Sub-class	

In addition to including the dispatch series, the Excel file also has the components of the dispatch series in separate columns to facilitate manipulation in Excel such as by sorting, auto-filters, pivot tables, etc.

### **P. Closed transit**

Closed transit is when an origin designated operator plans transport of a dispatch to an intermediary (transit) designated operator, rather than all the way to the destination designated operator of the dispatch. Closed transit is used when volumes warrant a closed dispatch<sup>3</sup>, but the origin is not in a position to effectively plan the transportation all the way to the destination. Closed transit is very common for maritime transport. It is also used for air transport in cases where the origin is not in a position to plan or contract air transportation all the way to destination.

When using the QCS Dispatch - Service and volume report, it is important to consider whether the routing involved closed transit. In cases of closed transit, the duration between planned transport arrival and 1<sup>st</sup> RESEDES includes the handling of the receptacles by the transit designated operator as well as the transportation time from the transit designated operator to the designated operator of destination.

Closed transit dispatches should be analysed separately from dispatches for which the origin plans transport all the way to the destination.

The PREDES message does not discretely identify dispatches routed as closed transit. It is necessary to look at the arrival location of the planned transport. If the arrival location is not in the country of destination of the dispatch, then the dispatch has been routed as closed transit.

<sup>3</sup> This differs from open transit (also known as transit à découvert) which is used when volumes do not warrant closed dispatches.

Typically all dispatches within a dispatch series will either be routed all the way to destination, or be routed to a transit designated operator. The situation can vary for each designated operator, but for dispatches involving air transport, closed transit is used only for dispatches where direct transshipment is not available.

#### **Q. S.A.L. (Surface AirLifted)**

Mail category B is S.A.L., for "surface airlifted". S.A.L. can be implemented in a number of ways. It is usually based on a contract between the operator and the airline, and it is typical that an airline may have 7–14 days to provide the transportation. The planned arrival times for S.A.L. can be less precise than those for priority mail (e.g. category A).

#### **R. Impact of erroneous or missing dates or times in PREDES**

If, for planned transport departure and/or arrival, an origin has included only the planned date in its PREDES and not the time, then the time of 00:00:01 is used to calculate the durations. This can result in lead times that are negative and in the duration of "Arrival to 1st RESDES" being shown as having a longer duration than it actually is.

If the planned arrival date/time is not included at all in the PREDES, the Arrival to 1st RESDES cannot be computed. In such a case, the duration for Arrival to 1st RESDES is blank in both the PDF report and the Excel file (col O). The duration of Departure to Arrival in the Excel file (col M) is also blank.

Absence of a planned arrival date/time makes it more difficult to assess the quality of service, especially using the PDF report. The Excel file has an additional column that can be helpful. It is the duration from Closed date/time to 1st RESDES date/time (column U). This column can be used to assist in assessing the quality of service. The degree of variability of this data element can be a useful indicator.

Closed date/time is intended to be the actual date/time that the last receipt of the dispatch, or the dispatch documents (e.g. CN31,CP 87) are created, either physically or electronically. It should be a date/time created by the origin's dispatch system, with no manual involvement. However, some origins apply a scheduled closing time. In these cases, the dispatch closed date/time is the same, to the minute, for many dispatches. This makes it impossible to know if dispatches are actually closed too early, or too late.

Some origins have a system flaw whereby closed date/time is identical to 1st transport departure date/time in the PREDES. This may be for only for one version of PREDES and not the other (i.e. PREDES V2.1 and not for PREDES V2.0). In these cases, lead time is displayed as zero.

Based on the PREDES standard, "...the minimum amount of planned transport information which must be supplied is the carrier and place of arrival, but in the case of air mail more details about the intended flight will normally be provided".

Correct application of dates and times in PREDES messages is important. It can be very useful, both for the origin and for the destination operator. Origins should ensure that transport departure dates and times are included, and that closed date time is the actual time that the dispatch is closed. Destinations should advise origins when this is not the case such as by emailing a PDF version of the Dispatch - Service and volume report.

#### **S. QCS Dispatch Series Status Report – a companion report**

The QCS Dispatch Series Status Report can be used in conjunction with the QCS Dispatch - Service and volume report. The QCS Dispatch Series Status Report is an easier way to see the extent of PREDES messaging between partners, as it is at the dispatch series level, whereas the Dispatch - Service and Volume report shows individual dispatches. The Dispatch Series Status Report user guide can be downloaded from the report screen. Both the Dispatch - Service and volume report and the Dispatch Series Status Report are available via the same path from the initial QCS screen.

## **T. Technical problem reporting or questions concerning report contents**

If you encounter problems accessing, using, or interpreting the QCS Dispatch - Service and volume report, contact the UPU at [transport@upu.int](mailto:transport@upu.int)

Please include, as an attachment, a PDF report or Excel file that illustrates the problem or question. Please do not change the file name of the report file. If you are unable to create a report, please include a screen print image to illustrate the problem or question.