UPU EDI compliance project

Explanatory notes: dashboard
Doc v32.09, 20243.044.015

Introduction

The dashboard provides a summary of all compliance measurements for the month being reported, with coloured cells indicating the level of compliance per indicator.

All details come from the other compliance reports.

All values displayed in the dashboard are a percentage of mail considered compliant with the standards.

An important aspect of the dashboard is that it includes a judgment on compliance criteria:

- Some issues reported in the detailed reports are not taken into account for the calculations in the dashboard, because they are considered of minor importance;
- The colours indicating a compliance level (red, orange, green) are set with different rules for each indicator. For example, 90% may be shown with different colors depending on the indicator. The levels were chosen with the objective to highlight areas requiring improvements.

The dashboard also displays the values of all indicators over the past 6 months (in page 2), to show their evolution over time.

Here is the aspect of the compliance dashboard received monthly by project participants:

Page 1:

Compliance dashboard - March 2023

Operator: � gray bar

overall compliance
80.73%
rank: 139 / 192

EDI indicators:

EMSEVT 95.87% rank: 114 / 188	PREDES 94.96% rank: 96 / 186	PRECON 100% rank: 1 / 180	CARDIT 0% rank: 97 / 97
common features 100% rank: 1 / 189	ITMATT 64.77% rank: 153 / 174	RESDES 98.96% rank: 103 / 182	RESCON 99.7% rank: 99 / 175	CARDIT EAD 0% rank: 5 / 5

Other indicators:

own IMPC 96.5% rank: 180 / 198	msg upgrade 100% rank: 1 / 205	1st flight quality 50% rank: 148 / 179	EMSEVT unique events 99.92% rank: 22 / 188	ITMATT: sender address 88.4% rank: 64 / 161
partner IMPC 99.85% rank: 95 / 194	EDI connectivity 97.42% rank: 141 / 198	ongoing flight quality 78.57% rank: 52 / 156	EMA-EMC mismatch 100% rank: 1 / 177	ITMATT: dest address 49.65% rank: 85 / 170
			unique dispatch ID 100% rank: 1 / 201	

Top 3 EDI issues:

Message	Isssue #	Description	% non-compliant
CARDIT	160	EAD: invalid ar-reference-ID	100.0%
ITMATT	102	Invalid sender address - premises	32.2%
ITMATT	112	Invalid addressee address - premises	32.2%

Details per mail class:

Mail class	EMSEVT	PREDES	RESDES	ITMATT		EMSEVT unique evts	ITMATT: sender addr	ITMATT: dest addr
C (parcels)	96.83	50	95.95	83.33		99.94	83.33	50
E (EMS)	97.03	100	99.44	63.44		99.95	88.95	49.19
U (letters)	94.23	53.33	100	82.2		99.87	81.36	56.19

Compliance dashboard - March 2024

Operator: ▭ gray bar

overall compliance
88.51%
rank: 120 / 198

EDI indicators:

common features 100% rank: 1 / 194	ITMATT 88.12% rank: 134 / 183	PREDES 100% rank: 1 / 182	PRECON 100% rank: 1 / 178	CARDIT 100% rank: 1 / 160
EMSEVT 99.74% rank: 59 / 189	ITMREF %	RESDES 55.22% rank: 188 / 189	RESCON 51.95% rank: 183 / 186	CARDIT EAD 100% rank: 1 / 116

Other indicators:

own IMPC 100% rank: 1 / 200	msg upgrade 100% rank: 1 / 208	1st flight quality 88.89% rank: 31 / 168	EMSEVT unique events 29.45% rank: 189 / 189	ITMATT: sender addr 90.93% rank: 59 / 173	unique dispatch ID 100% rank: 1 / 202
partner IMPC 100% rank: 1 / 195	EDI connectivity 98.94% rank: 86 / 200	ongoing flight quality 80.52% rank: 27 / 162	EMA-EMC mismatch 99.51% rank: 123 / 174	ITMATT: dest address 87.02% rank: 38 / 182	rcv ITMATT: dest address 4.46% rank: 189 / 195

Top 3 EDI issues:

Message	Isssue #	Description	% non-compliant
RESCON	131	Receptacle in multiple RESCON messages	48.1%
RESDES	43	Receptacle in multiple RESDES messages	44.6%
ITMATT	114	Invalid addressee phone/fax	4.9%

Details per mail class:

	EMSEVT	PREDES	RESDES	ITMATT		EMSEVT unique evts	ITMATT: sender address	ITMATT: dest address
C (parcels)	99.81	100	52.38	83.18		38.08	93.4	77.53
E (EMS)	99.21	100	54.94	77.45		31.42	87	64.84
U (letters)	99.93	100	57.14	89.16		26.58	91.01	88.62

Page 2:

Evolution per indicator in last 6 months:

Type	indicator	2022.10	2022.11	2022.12	2023.01	2023.02	2023.03
-	overall compliance	87.69	85.25	88.3	88.74	89.64	80.73
EDI	common features	100	100	100	100	100	100
	EMSEVT	95.53	95.7	96.34	95.94	95.82	95.87
	PREDES	98.52	96.94	93.24	90.49	88.89	94.96
	RESDES	100	99.67	100	87.09	100	98.96
	PRECON	100	100	100	100	100	100
	RESCON	100	99.51	100	100	100	99.7
	CARDIT	85.71	45.45	91.67	94.74	93.75	0
	CARDIT EAD						0
	ITMATT	79.9	82.28	73.42	68.44	68.93	64.77
other	IMPC own	98.23	97.49	98.19	97.11	95.39	96.5
	IMPC partner	100	100	100	99.8	99.63	99.85
	msg upgrade	100	100	100	100	100	100
	EDI connectivity	97.25	98.49	97.74	97.19	96.04	97.42
	1st flight quality	62.5	60	60	80	62.5	50
	ongoing flight quality	27.27	23.08	38.46	47.37	64.52	78.57
	unique dispatch ID	100	100	100	100	100	100
	EMSEVT unique events	99.83	99.98	99.88	99.95	99.94	99.92
	EMA-EMC mismatch	100	100	99.77	100	100	100
	ITMATT address - own	85.76	82.77	87.73	87.43	87.89	88.4
	ITMATT address - dest	35.52	38.33	41.23	40.51	49.9	49.65

Evolution per indicator in last 6 months:

Type	indicator	2023.10	2023.11	2023.12	2024.01	2024.02	2024.03
-	overall compliance	88.35	89.78	87.71	89.85	89.84	88.51
EDI	common features	99.97	99.87	99.97	99.92	99.97	100
	EMSEVT	94.18	97.53	99.03	97.05	97.8	99.74
	PREDES	100	96.94	98.46	99.53	98.57	100
	RESDES	60.78	59.19	52.46	52.93	54.43	55.22
	PRECON	100	98.91	98.66	100	99.7	100
	RESCON	62.61	61.75	51.42	54.32	55.71	51.95
	CARDIT	100	100	100	97.33	100	100
	CARDIT EAD	100	100	100	100	100	100
	ITMATT	85.12	84.56	85.69	89.71	88.87	88.12
	ITMREF						
other	IMPC own	100	100	100	100	100	100
	IMPC partner	100	100	99.83	100	100	100
	msg upgrade	100	100	100	100	100	100
	EDI connectivity	99.14	98.94	98.72	98.93	98.51	98.94
	1st flight quality	100	100	100	88.89	100	88.89
	ongoing flight quality	87.76	87.72	78.57	85.71	82.57	80.52
	unique dispatch ID	100	99.3	100	100	100	100
	EMSEVT unique events	39.82	36.1	16.56	48.8	41.38	29.45
	EMA-EMC mismatch	67.55	100	100	100	99.79	99.51
	ITMATT - sender's address	88.47	90.01	88.18	94.96	90.34	90.93
	ITMATT - dest address	81.68	84.8	86.64	88.97	89.17	87.02
	ITMATT received - dest address	6.74	5.68	2.72	3.51	6.68	4.46

Report details

Indicators

19 compliance indicators have been defined and are represented by individual boxes organized in two sections (EDI and non-EDI indicators). Each box contains 3 pieces of information:

- The indicator name
- The compliance value (between 0 and 100%) for the indicator
- The compliance level (background color: red, orange or green)

All calculations are based on information provided in the detailed reports. But some issues reported in the detailed reports are not taken into account here, when they are considered minor.

The percentage displayed for each indicator corresponds to the following calculation:

100 – (<error count> / <total count>) x 100

An overall indicator is also displayed in the top right corner of the first page. This indicator is simply the average of all other indicators, except 'ITMATT received – dest address'. This indicator is ignored because it shows the compliance in messages received, not sent.

Indicators: calculation

The tables below indicate how the <total count> and <error count> are calculated for each indicator:

EDI indicators:

Indicator	Total count	Error count
common features	total number of interchanges sent by the operator in the sampling period	interchanges having at least one error among errors 200, 201 and 202 (error codes defined for the EDI compliance reports)
EMSEVT	Total number of EMSEVT v3 events sent by the operator in the sampling period, for all EDI addresses combined	EMSEVT events with at least one error counting for dashboard calculations
PREDES	Total number of PREDES v2.1 messages sent by the operator in the sampling period, for all EDI addresses combined	PREDES messages with at least one error counting for dashboard calculations
RESDES	Total number of RESDES messages sent by the operator in the sampling period, for all EDI addresses combined	RESDES messages with at least one error counting for dashboard calculations
PRECON	Total number of PRECON messages sent by the operator in the sampling period, for all EDI addresses combined	PRECON messages with at least one error counting for dashboard calculations.
RESCON	Total number of RESCON messages sent by the operator in the sampling period	RESCON messages with at least one error counting for the dashboard calculations
CARDIT	Total number of CARDIT v2.1 messages sent by the operator in the sampling period, for all EDI addresses combined	Messages having at least one error counting for dashboard calculations
CARDIT EAD	Total number of CARDIT v2.1 messages sent by the operation in the sampling period, for all EDI addresses combined, and when the consignment origin is outside the European Union (EU) and the consignment destination is in the EU	Messages having at least one of the following issue: - No ar-flag - Invalid EAD line - Missing orig/dest office code - Invalid reference-ID

ITMATT
The indicator is a combination of 2 sub-indicators, detailed below.
The final indicator is obtained by multiplying the resulting ratios.

Example:

Indicator	Total count	Error count
ITMATT structure issues: 0.1 (10% of messages with a structure issue) -> 0.9 (90%) compliant ITMATT item issues: 0.4 (40% of items with an issue) -> 0.6 (60%) compliant ITMATT indicator: 0.9 x 0.6 = 0.54 (54%) compliant		
1) ITMATT: structure issues	Total number of ITMATT v1.5.0 messages sent by the operator in the sampling period, for all EDI addresses combined	Messages with a structural compatibility issue.
2) ITMATT: item issues	Total number of items in ITMATT v1.5.0 messages sent by the operator in the sampling period, for all EDI addresses combined	Items in ITMATT with at least one error counting for dashboard calculations.

Other indicators:

Indicator	Total count	Error count
own IMPC: This indicator is calculated by combining 3 sub-indicators, as shown below. The total count is obtained by adding the count of each of the three sub-indicators below. Similarly, the total error count is the sum of the error count for each sub-indicator.		
1) Office of exchange	Total number of dispatches sent during the month	Number of dispatches sent for which the origin IMPC (=own IMPC) is not valid
2) Mail unit	Total number of CARDIT messages sent during the sampling week, in which the origin office is provided	Number of CARDIT messages sent in which the origin office (=own IMPC) is not valid.
3) Inbound coverage	Total number of dispatches received during the month, except EMS dispatches of categories B and C.	Number of dispatches received that no own IMPC is configured to receive, except EMS dispatches of categories B and C.
partner IMPC	Total number of dispatches sent during the month	Number of dispatches sent for which the destination IMPC (=partner IMPC) is not valid, excluding those for which there is no valid destination IMPC + dispatches sent to special IMPCs, unless the operator has informed the UPU project team that mail is sent to the special IMPC on purpose
msg upgrade	Total number of partner EDI addresses to which messages EMSEVT, PREDES and ITMATT are sent	Number of partner EDI addresses to which messages EMSEVT v1, PREDES v2.0 and ITMATT v1.2.1 are sent when the newer message version is accepted (based on UPU code list 160a).
EDI connectivity	Total number of partner EDI addresses to which messages EMSEVT, PREDES and RESDES	Number of partners from whom EMSEVT is received but EMSEVT is not sent, and the address pattern is not xx350 (letters)

Indicator	Total count	Error count
	are sent, except addresses with pattern xx350 (EMSEVT for letters) + number of partner addresses from which EMSEVT and PREDES are received	+ Number of partners from whom PREDES is received but RESDES is not sent + Number of partners to whom dispatches are sent but PREDES is not sent + Number of pending and refused links for patterns xx001, xx330 and xx101.
1st flight CARDIT	Total number of flights in CARDIT appearing in the first position (in case several flights are provided). A flight is identified by the airline code, flight number, origin and destination airports, departure and arrival dates.	Number of different flights in CARDIT appearing in the first position for which at least one of the five quality issues reported in report 'Flight issues in CARDIT' occurred. NOTE: the first flight in CARDIT is normally the flight out of the own country, so it corresponds to the first transport segment. Posts may want to address issues with the 1st flight with a higher priority than issues with ongoing flights.
Ongoing flight CARDIT	Same as above, but for flights other than the 1st flight in CARDIT.	Same as above, for flights other than the 1st flight in CARDIT.
unique dispatch ID	Total number of distinct dispatch identifiers appearing in PREDES messages sent during the month being reported	Number of dispatch IDs also appearing in PREDES from previous months the same year, disregarding the last month (month of the report – 1)
EMSEVT unique events	Total number of events sent other than EDD, EDE and EMH, counting multiple events as one	Events other than EDD, EDE and EMH sent multiple times per item, origin and destination EDI address
EMA-EMC mismatch	Total number of items having an EMA and an EMC event during the week used for detailed measurements	Among the items having both EMA and EMC in the period, those for which the destination country differs between EMA and EMC.
ITMATT: sender address	Total number of items in ITMATT v1.5.0 during the week used for detailed measurements	Items in ITMATT V1.5.0 for which the sender address does not fulfill at least one of the following conditions: - Locality is valid - No postcode required in the country, or the postcode matches the locality (this implies that the postcode is valid) - No region required in the country, or the region matches the locality (this implies that the region is valid)
ITMATT: dest address	Same as above	Same as above, for the destination address

Indicator	Total count	Error count
ITMATT received: dest address	Total number of items in ITMATT received during the week used for the detailed measurements	Same as above. Important: this indicator is not counted in the overall compliance because it reports the compliance of messages sent by partners, not the own compliance. It is provided purely for information and possibly to help discussions with partners providing poor quality addresses.

Indicators: colour codes

The colors displayed for each indicator are attributed based on the compliance value and depend on the indicator, as follows:

Overall indicator:

Indicator	red	orange	green
Overall compliance	<= 85	85 to 97	> 97

EDI indicators:

Indicator	red	orange	green
common features	<= 99.9	99.9 to 100	100
EMSEVT	<= 85	85 to 97	> 97
PREDES	<= 85	85 to 97	> 97
RESDES	<= 85	85 to 97	> 97
PRECON	<= 85	85 to 97	> 97
RESCON	<= 85	85 to 97	> 97
CARDIT	<= 85	85 to 97	> 97
CARDIT EAD	<= 85	85 to 97	> 97
ITMATT	<= 85	85 to 97	> 97

Other indicators:

Indicator	red	orange	green
own IMPC	<= 99	99 to 99.9	> 99.9
partner IMPC	<= 97	97 to 99.5	> 99.5
msg upgrade	<= 95	95 to 99	> 99
EDI connectivity	<= 95	95 to 99	> 99
1st flight CARDIT	<= 70	70 to 90	> 90
Ongoing flight CARDIT	<= 70	70 to 90	> 90

Indicator	red	orange	green
unique dispatch ID	<= 99	99 to 99.5	> 99.5
EMSEVT unique events	<= 85	85 to 97	> 97
EMA-EMC mismatch	<= 95	95 to 99	> 99
ITMATT: sender address	<= 85	85 to 95	> 95
ITMATT: dest address	<= 70	70 to 90	> 90
ITMATT rcv: dest address	<= 70	70 o 90	> 90

In all cases, a special green ("flashy" green) is displayed when the value is exactly 100%.

Indicators: ranking

In each box displaying a compliance indicator, the ranking of the post is also provided, so that the post can compare its performance to other posts.

Two numbers are provided:

- Own ranking: the ranking of the own post, compared to others for which compliance calculations were made. For most indicators, calculations are performed only for project participants and if EDI messages corresponding to the indicator were sent in the period.
  The best ranking is #1. Several posts may share the same ranking. In that case, the next ranking is incremented. For example, 40 posts may have 100% compliance for an indicator and share ranking #1. In that case, the post with the next ranking has ranking #41.
- Highest rank: the ranking of the post(s) having the worst compliance value for the indicator. More than one post may share this ranking.

Top 3 EDI issues

This section lists the three EDI compliance issues with the highest percentage of impacted messages. The purpose is to highlight the problems with the highest impact on compliance results.

For each issue, the table provides:

- The EDI message type
- The issue number
- Issue description
- Percentage of messages impacted by the issue

Note: only compliance issues counted in the dashboard are displayed.

Details per mail class

This section provides details per mail class for indicators appearing in the previous section and for which calculations are possible per mail class: for EMS, letters and parcels.

All rules provided in the previous section apply here.

The objective of this section is to highlight issues specific to a mail class.

Evolution per indicator in last 6 months

This section provides a table summarizing the value of each indicator in the last 6 months. The last column is for the month being reported and therefore repeats the current indicators displayed in the first page.

The objective of this section is to show the progress month after month for each indicator.