

Explanatory notes: dashboard

Doc v1.5, 2019.04.04

Introduction

The dashboard provides a summary of all compliance measurements, 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.

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

Compliance dashboard - February 2019

Operator: XXXXXXXXXX

EDI indicators:

interchange 100%	EMSEVT 96.84%	PREDES 94.7%	PRECON 100%
CARDIT 84.53%	ITMATT %	RESDES 100%	RESCON 99.49%

Other indicators:

IMPC orig 99.85%	msg upgrade 87.09%	flight quality CARDIT 40.82%
IMPC dest 99.56%	msg completeness 97.98%	

Details per mail class:

Mail class	PREDES	RESDES	EMSEVT	IMPC orig	IMPC dest
C (parcels)	96.43	100	88.99	100	98.65
E (EMS)	100	100	99.95	99.62	100
U (letters)	92.63	100	97.98	100	99.97

Report details

Indicators

13 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:

$$100 - (<error count> / <total count>) \times 100$$

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

EDI indicators:

Indicator	Total count	Error count
interchange	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 report) Note: an interchange can be seen as an electronic envelope. It may contain several messages. For example, information on two outbound dispatches can be sent together: 2 PREDES messages in one interchange.
CARDIT	Total number of CARDIT v2.1 messages sent by the operator in the sampling period	Messages having at least one error in the range for CARDIT (error codes defined for the EDI compliance report)
EMSEVT	Total number of EMSEVT v3 events sent by the operator in the sampling period	EMSEVT events with at least one error among errors 50 to 61, with the exception of error 55 (error 55, numerical or single character signatory name, is ignored here as it is not purely a compliance issue)
ITMATT	Total number of items in ITMATT v1.5.0 messages sent by the operator in the sampling period	Items in ITMATT with at least one error among errors 100 to 120, with the exception of errors 102 (Invalid sender address - repetitions) and 112 (Invalid addressee address - repetitions).
PREDES	Total number of PREDES v2.1 messages sent by the operator in the sampling period	PREDES messages with at least one error among errors 1 to 29, but without counting errors 5, 15, 16, 20, 24 to 28.
RESDES	Total number of RESDES messages sent by the operator in the sampling period	RESDES messages with at least one error among errors 71 and 72

Indicator	Total count	Error count
PRECON	Total number of PRECON messages sent by the operator in the sampling period	PRECON messages with at least one error among errors 90 to 92. Note: error 93 (receptacle serial number provided) is excluded. Almost all PRECON messages have this issue but it is not impacting exchanges.
RESCON	Total number of RESCON messages sent by the operator in the sampling period	RESCON messages with error 80

Other indicators:

Indicator	Total count	Error count
IMPC orig	Total number of dispatches sent during the month	Number of dispatches for which the origin IMPC is not valid
IMPC dest	Total number of dispatches sent during the month	Number of dispatches for which the destination IMPC is not valid, excluding those for which the proposed replacement IMPC is 'xxx' (in other words, when there is no possible correct IMPC, it is not considered as the sender's fault, so it is not counted as a compliance issue) + 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 when the newer message version is accepted (based on UPU code list 160a).
msg completeness	Total number of partner EDI addresses to which messages EMSEVT and RESDES are sent, except addresses with pattern xx350 (EMSEVT for letters)	Number of partners sending EMSEVT but to which the operator is not sending any EMSEVT back, except EMSEVT from EDI address with pattern xx350 (letters) + Number of partners sending PREDES but to which the operator is not sending any RESDES back Note: at this stage, RESCON is not considered, but it may be added in the future. The completeness detailed report includes RESCON.
Flight quality CARDIT	Total number of different flights in CARDIT. A flight is identified by the airline code, flight number, origin and destination airports. If the same flight is used on different days, it is still counted only once.	Number of different flights in CARDIT for which at least one of the four quality issues reported in report 'Flight issues in CARDIT' occurred. If a flight is used on different week days and usage is invalid for one of the week days used, then the flight is counted as having an error.

Indicator	Total count	Error count
		If the flight departure/arrival times are for one day, then the flight is counted as having an error, even if these times are set correctly on other days.

Note: the sampling period mentioned in the table above corresponds to:

- CARDIT messages: 7 consecutive days (normally the last 7 days of the month)
- Other messages:
 - o Posts with low EDI volumes: 4 days
 - o Posts with larger volumes: 2 days.

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

EDI indicators

Indicator	red	orange	green
interchange	<= 99.9	99.9 to 100	100
CARDIT	<= 85	85 to 97	> 97
EMSEVT	<= 85	85 to 97	> 97
ITMATT	<= 80	80 to 97	> 97
PREDES	<= 85	85 to 97	> 97
REDES	<= 85	85 to 97	> 97
PRECON	<= 85	85 to 97	> 97
RESCON	<= 85	85 to 97	> 97

Other indicators:

Indicator	red	orange	green
IMPC orig	<= 97	97 to 99.9	> 99.9
IMPC dest	<= 92	92 to 99	> 99
msg upgrade	<= 85	85 to 97	> 97
msg completeness	<= 85	85 to 97	> 97
Flight quality CARDIT	<= 60	60 to 80	> 80

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

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.