



UPU | UNIVERSAL
POSTAL
UNION

International Bureau

Weltpoststrasse 4
P.O. Box 312
3000 BERNE 15
SWITZERLAND

T +41 31 350 31 11
F +41 31 350 31 10
www.upu.int

To: The designated operators of Union member countries

Contact: Mr Alex Gomes da Silva
T +41 31 350 32 13
alex.gomesdasilva@upu.int

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Reference: 0205(DOT.QIP)1036

Subject: Validation of parcels delivery standards

Dear Sir/Madam,

In 2012, the 25th Congress approved a programme of activities aimed at improving the quality of service for parcels, including new reports for measurement of on-time delivery versus delivery standards. In the context of this programme of activities and further to the results of a pilot project conducted in 2014, the POC C 3 Parcel Post Quality Measurement and Improvement Group is now moving forward on the validation of parcels delivery standards.

Establishing validated standards for each designated operator (DO) will enable DOs to access delivery performance reports and evaluate their delivery performance against individual delivery standards and the delivery standards they promise to customers and partners. These reports will serve as an invaluable tool for analyzing and improving the quality of their parcel service.

The process for validating delivery standards is outlined below:

- 1 Each DO will provide the International Bureau (IB) with its delivery standards. The IB will convert those standards into a measurable format.
- 2 Based on the results of the analysis in the measurement system, the IB will identify any anomalies in the reference data provided and will work with each operator to eliminate them.
- 3 Once the reference data is complete, each DO will need to approve the final measurement document provided by the IB. Final approval is reached when the DO has signed and returned the acceptance form to the IB. The DO's delivery standards are then deemed validated.

/ You will find the Parcels Delivery Standards Validation Handbook for Designated Operators attached. We kindly request that you fill out the contact information form included in the annex, and that your authorized contact complete the remainder of the package.

We look forward to receiving the duly completed and signed annex by e-mail at parcels@upu.int no later than 31 July 2015. This will start the delivery standards validation process.

Yours faithfully,

Abdel Ilah Bousseta
Acting Director of Operations and Technology



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Parcels Delivery Standards Validation Handbook for Designated Operators

(Version 1.0)

Validation process

- a All operators must complete the attached validation package found in Annex 1 and submit it to the International Bureau (IB).
- b Once the validation package has been submitted, the IB will enter the data in the Quality Control System (QCS) to evaluate if there are any inconsistencies with the data provided in the validation package.
- c Based on the results of the evaluation, the IB will inform the operator of any anomalies that need to be eliminated. If adjustments to the delivery standards are required, a further round of evaluation will be conducted.
- d Once the IB and the operator have agreed on the final delivery standards, the final standards to be implemented (measurement table) and information for publication in the Parcel Post Compendium Online (PPCO) will be sent to the operator for approval.
- e The operator will need to confirm approval of the measurement table by the 20th day of the calendar month preceding the month of implementation. Once the operator has approved the final measurement table, the IB will implement the table for measurement and update the standards in the PPCO.
- f New validated delivery standards can only be implemented on the first of each month.

Revalidation process

- a Revalidations may occur any time there is a change in the delivery standards, following the implementation of the validated delivery standards. Revalidations will follow the same process as for validations.
- b Revalidations can be implemented only once every six months.
- c A revalidation will be needed any time a new office of exchange (OE) or delivery office code is implemented by an operator. A revalidation may also be needed due to a change in domestic transportation schedules or operational processes.

Guidelines for completing the validation package

Part I of the parcels delivery validation package

A primary and secondary contact should be provided, who will be responsible for the follow-up of the validation process. Furthermore, a signature must be provided confirming that the delivery standards are no slower than those provided in the domestic network, in line with article 22 of the Convention.

Parts II and III of the parcels delivery validation package

- a A delivery standard is the time between the arrival of an item at an airport or OE and its delivery to the addressee, based on the actual capacity of the networks used (internal transport networks) by town, region or postcode range.
- b In order to build the delivery standard, operators will need to reference:
 - detailed information about their routing of parcels from the office of exchange through to delivery (including cut-off times), for inward parcels;
 - agreements with airport handling companies;
 - international forwarding plans established and, possibly on a supplementary basis, the Official Airline Guide (OAG) and consultations with the airlines concerned in the case of air parcels;
 - agreements with local customs authorities and detailed knowledge of their procedures in order to establish an estimated customs clearance time;
 - domestic delivery standards for each inward exchange office to every delivery location.

- c Parts II and III of the parcels delivery validation package must be completed for each office of exchange to be considered in the measurement. The offices of exchange included there must be in full alignment with the information indicated in Code List 108 – International Mail Processing Centres.
- d Each operator may designate up to nine zones based on its operational standards. These zones correspond to areas where parcels can be delivered on the same day.
- e Customs clearance time: provide the average time, expressed in hours or days, will be required for the customs clearance of an item subject to duty and an item not subject to duty.
- f Name of OE and IMPC code: define the inward OE by indicating both its name and IMPC code (refer to UPU technical standard S34 and the list of IMPC codes available on the UPU website (www.upu.int/standards/en/lists/impc.shtml)).
- g Hours of operations: define the days and hours of operations of the OE indicated. These details are for information only.
- h Latest arrival time (LAT): the latest time at which a flight can arrive at an airport and still comply with the critical entry time, or the latest time at which a surface dispatch can arrive at an OE and still meet the critical entry time. The indication of the time must cover the full 24-hour period for each day, i.e. 00.00 to 23.59. In the example provided, the latest arrival time (LAT) for delivery on Wednesday in zone 1 for parcels arriving on Monday is 09.00. All other parcels for delivery in the same zone arriving after 09.00 are delivered on Thursday. These two periods are shown as 00.00–09.00 and 09.01–23.59.
- i Critical entry time (CET): the latest time at which an item can arrive at an OE and still meet the defined service standard for processing, domestic transportation and delivery (D scan cut-off time). This indication should be provided using the notation hhmm (h for hours and m for minutes). In the example provided, the CET for delivery on Wednesday in zone 1 for parcels arriving on Monday is 10.30. It means that there is a handover time of one and a half hours from shipment (aircraft or surface transport) arrival to OE.
- j Days of delivery by zone: the information should be expressed in days of the week: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday and Sunday. If the delivery time spans more than one week you should use the notation (day of the week + x), where x means the number of weeks from arrival. For example, if arrival is Monday and the expected delivery is Wednesday of the following week, then the delivery standard is "Wednesday + 1". Standards published should not include time at Customs.
- k Zone cities/postcodes: indicate the corresponding postcodes or cities, and the related delivery office codes. At least one delivery office code must be designated for each zone, and each delivery office code or range of codes being used must be listed. It is not possible to indicate "Rest of country" in the delivery office code column. If there is only one delivery zone for the country, "Whole country" may be indicated in the delivery office code column.

Part IV of the parcels delivery standard package

Indicate the days of the week on which parcels are delivered. If parcels are delivered to only some parts of the territory, the day should be marked as a delivery day.