



UPU

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Quality Control System

QCS Finance

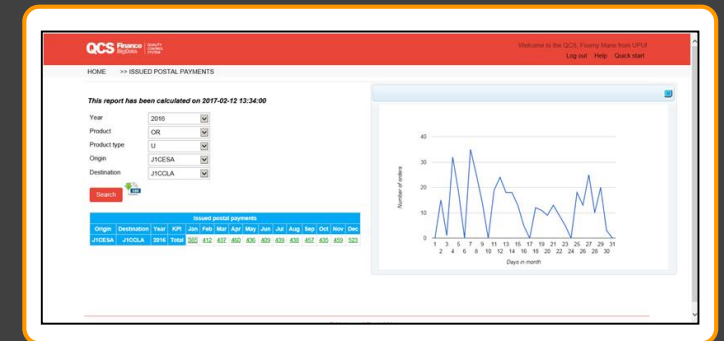
February 2021

Quality Control System

Centralized system to deliver online reports on postal payments flows

- Between operators using the PPS Network (UPU-IP), from/to connected networks (ex: Eurogiro)
- Based on **state-of-art “big data” technologies** (Hadoop) with pre-compiled reports for immediate access
- Improved user experience (faster answer times, revised navigation, heap maps)
- Reports on the Quality of Service standards set for the PosTransfer service

Free of charge Web application for users of the PPS network



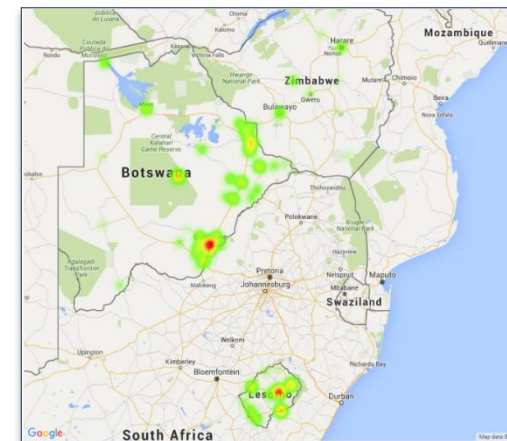
Available reports

- Message file flows
- Postal payment flows
- Tracking events (issued, paid, reimbursed...)
- Quality of Service KPI
 - Time to payment
 - Time to transmit the information
- Cancellation requests KPI
 - Answered/unanswered requests

Custom reports

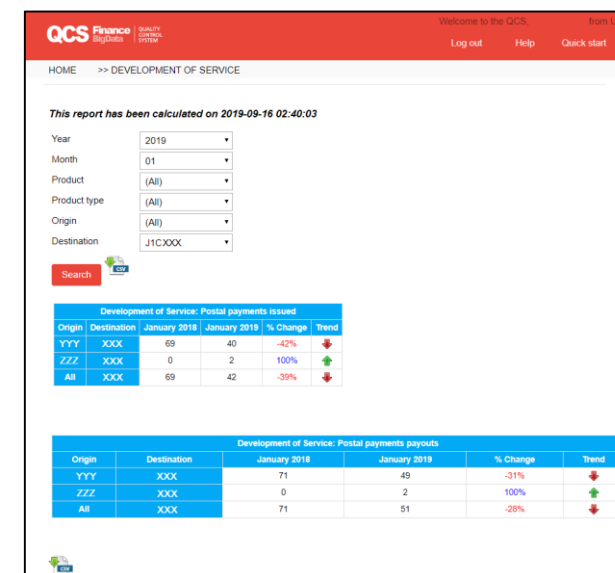
- Heat maps
- Charts (pie, bar, trend)
- Flexibility to create more ad-hoc reports

Track & Trace



Quality of Service Reports

- **KPIs** (Key Performance Indicators) regarding Posts
- Thresholds indicating acceptable **performance** with respect to the KPIs (red / blue)
- Absolute **figures** and **percentages** with raw data **export, charts / maps**
- Data per partner and partners of exchange only



EFFICIENCY OF SERVICE

*No. MOs paid /
No. MOs issued by sending
partner*

*No. MOs paid by receiving
partner / No. of MOs issued*



DEVELOPMENT OF SERVICE

*No. of MOs issued m, y /
No. of MOs issued m, y-1*

Month by month comparison



ACCESSIBILITY BY TYPE OF SERVICE

*No. of Post Office branches
providing Postal Payment
Services*



TOTAL PAY-OUT TIME

*No. MOs paid on-time /
No. MOs received*

*No. MOs paid on-time
at destination /
No. of MOs issued*



ON-TIME PROCESSING OF INQUIRIES

*No. Inquiries processed on-time /
No. inquiries received*

*No. Inquiries
processed on-time /
No. inquiries issued*



CUSTOMER SATISFACTION

*No. inquiries raised /
No. MOs issued*

*No. inquiries
received /
No. MOs received*



QCS Finance – Sample interface access

QCS Finance BigData QUALITY CONTROL SYSTEM

Welcome to the QCS

Username:

Password:

© Universal Postal Union

QCS Finance BigData QUALITY CONTROL SYSTEM


Welcome to the QCS, Test View for training

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HOME

Manage my preferences	Message file flows	Issued postal payments	Postal payment payouts
Corrected postal payments	Cancellation requests	Efficiency of Service	Development of Service
Accessibility by Type of Service	Total Payout Time	On-Time Processing of Inquiries	Customer Satisfaction
Payment time vs Purchase time	Monord transmission time vs Purchase time	Payment time vs Monord transmission time	Resord transmission time vs Payment time
NP event time vs Purchase time	Resord transmission time vs NP event time	NP event time vs Monord time	DR/ED event time vs DS event time
Monord transmission time vs DS event time	DR/ED event time vs Monord transmission time	Resord transmission time vs DR/ED event time	Money order flows
Message track and trace	Postal payment track and trace		

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QUALITY CONTROL SYSTEM

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HOME >> POSTAL PAYMENT TRACK AND TRACE

Search by characteristics:

Year:

Month:

Product:

Product type:

Origin:

Destination:

Search by Postal payment ID:

Postal Payment ID:

Search

Postal Payment ID	Purchase date UTC	Deposited currency	Transferred currency	Payment date UTC
	(All) <input type="text"/>	(All) <input type="text"/>		
J20 Order identifier sample 00101	2021-02-04 15:39	DOP	CUC	2021-02-04 18:25

Postal Payment ID	Event code	Event UTC	Event LTC	Event office code	Event off
J20 Order identifier sample 000101	CC	2021-02-04 15:45	2021-02-04 11:45	DOA002	CORRE CENT
J20 Order identifier sample 000101	NP	2021-02-04 18:20	2021-02-04 13:20	95100	Guanta
J20 Order identifier sample 000101	EP	2021-02-04 18:20	2021-02-04 13:20	95100	Guanta
J20 Order identifier sample 000101	EP	2021-02-04 19:30	2021-02-04 14:30	1	GS

This report has been calculated on 2021-02-16 14:44:00

Year:

Product:

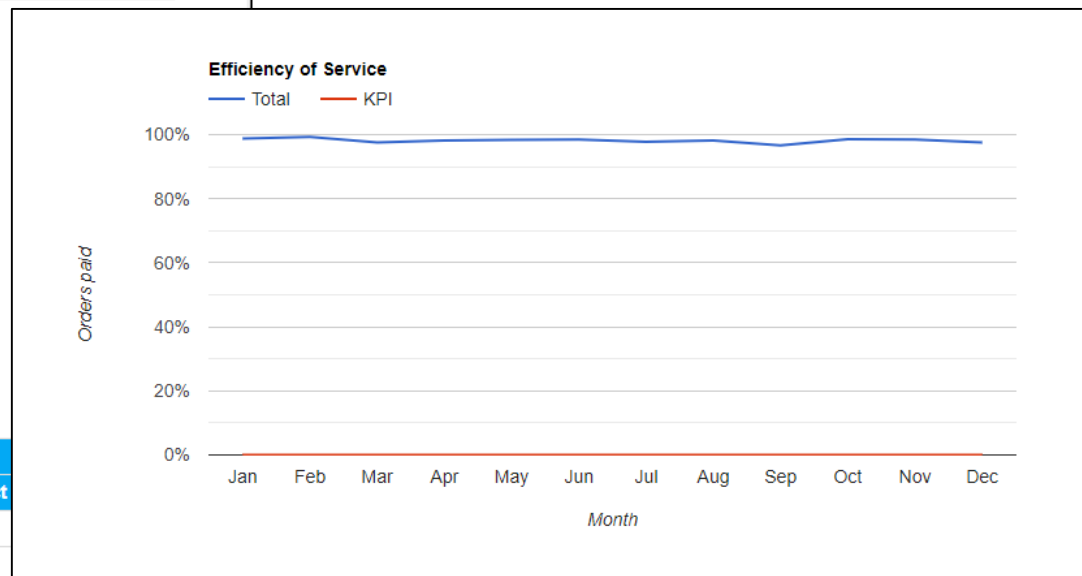
Product type:

Origin:

Destination:

Display percentage

Search



Efficiency of Service																
Origin	Destination	Year	KPI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct			
	J1CXX1	2020	Total			1	2	2	8	6	4	3				
			Paid				50.00 %	100.00 %	50.00 %	66.67 %	50.00 %	100.00 %				
			Unpaid			100.00 %	50.00 %		50.00 %	33.33 %	50.00 %		50.00 %	25.00 %		
	J1CXX2	2020	Total			1										
			Paid													
			Unpaid			100.00 %										
	J1CXX3	2020	Total		279	232	234	123	145	187	298	212	233	245	254	253
			Paid		97.49 %	99.57 %	91.45 %	94.31 %	95.86 %	96.79 %	96.31 %	98.58 %	98.28 %	97.96 %	98.03 %	95.65 %
			Unpaid		2.51 %	0.43 %	8.55 %	5.69 %	4.14 %	3.21 %	3.69 %	1.42 %	1.72 %	2.04 %	1.97 %	4.35 %
Total				52	57	51	47	42	55	101	65	59	56	45	72	


QCS Finance BigData QUALITY CONTROL SYSTEM

Welcome to the QCS,

HOME >> DEVELOPMENT OF SERVICE

This report has been calculated on 2021-02-16 02:40:04

Year: 2021
 Month: 01
 Product: (All)
 Product type: (All)
 Origin: J1CXXX
 Destination: (All)

Search 

Development of Service: Postal payments issued					
Origin	Destination	Jan 2020	Jan 2021	% Change	Trend
J1CXXX	J1CXX1	371	187		↓
	J1CXX2	203	156		↓
	J1CXX3	13642	17226		↑
	J1CXX4	0	18		↑
	J1CXX5	219	187		↓
	J1CXX6	23	11		↓
	J1CXX7	93	67		↓
	J1CXX8	930	570		↓
	J1CXX9	25	7		↓
	J1CXX0	299	247		↓
J1CXXY	15805	18676		↑	

QCS Finance BigData QUALITY CONTROL SYSTEM


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HOME >> MONEY ORDER FLOWS

This report has been calculated on 2021-02-16 02:25:01

Year: 2020
 Month: 12
 Product: (All)
 Product type: (All)
 Origin: J1CXXX
 Destination: (All)

Search 

Money order flows								
Origin	Destination	Current month	Previous month	% Change	Trend	Current Month Previous Year	% Change	Trend
J1CXXX	J1CXXY	188	126	49%	↑	0	100%	↑
	J1CXZZ	7	3	133%	↑	0	100%	↑

Thank You

Get in touch with us!