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# UPU Global Monitoring System (GMS)

## General Parameters



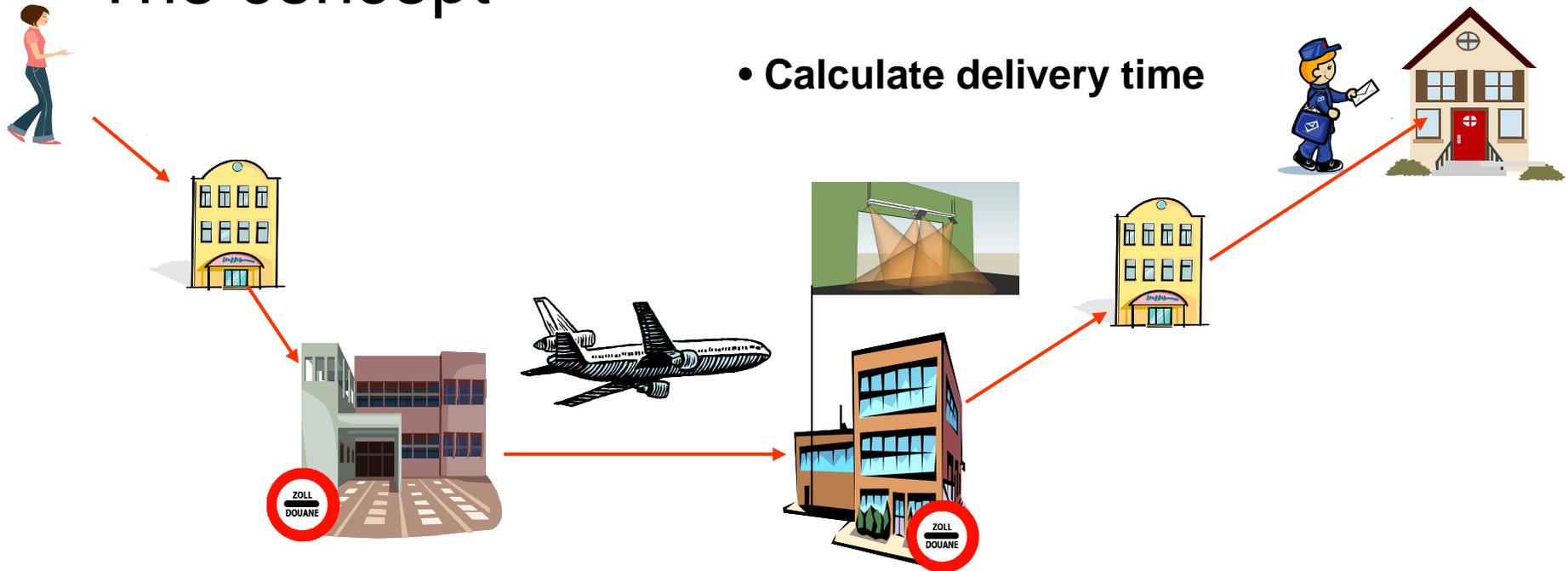
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## The Vision

- 191 member countries / 650,000 post offices
- Largest logistics chain in the world
- Over 430 billion letters and 6 billion parcels per year
- One common objective - improving quality of service worldwide
- Global Monitoring System (GMS): A measurement system to track performance and quality improvement



## The concept



- Panellist drops test letter
- Letter goes to post office
- Letter is sent to destination Post

- Mail is handed over to destination Post
- Arrival time is captured by RFID
- Mail goes to delivery office
- Panellist receives test letter



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# The Challenges

- Affordability
- Openness
- Reliability
- Interoperability
- Availability



# The benchmark on RFID technology

- Within Posts

- Bespoke semi-active system developed for Posts (Industrialized Countries)
- In use for 15 years
- Proven performance
- Cost of transponders of 20 USD/ unit
- Relatively small scale transponder production
- Proprietary technology / non competitive environment
- New experiences with UHF passive technology in several Posts for domestic letter mail quality measurement



## The benchmark on RFID technology

- Across several sectors
  - UHF passive RFID systems driven by several sectors (Retailing / logistics, etc.)
  - Production of UHF passive RFID equipment in large quantities
  - Substantial investments in R&D
  - Significant performance improvement
  - Open standard architecture (EPC is) / highly competitive environment (multiple suppliers)
  - Consistent cost reduction (cost of transponders 0,30 USD/unit)
  - Significant progress in the adoption of regulations by countries



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## The gains driven by RFID UHF

- Affordability – Economies of scale / competition
- Openness – Open standards allowing multiple manufacturers and vendors
- Reliability – R&D and innovation / improved performance for postal usage case
- Interoperability – Inter-operable with multiple solutions
- Availability – globally available thanks to new regulatory environments



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## The UPU GMS Pilot

- Set up phase from April to July 2009
- Pilot with live test letters running from 3 August in 21 countries
- Countries from different regions under different conditions
- Objective of pilot is to acquire experience and expertise to facilitate future deployment
- Roll out from January 2010
- Expect some 30 more countries to join in 2010; increasing to 100 by 2012.



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## **Future opportunities**

- Extended measurement within the countries
- Asset management
- Integration with customs measurement
- Measurement of parcels



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