



The UPU registered, insured and express items programme

Featured international letter-post services are strong, reliable products that help designated operators respond to market growth opportunities, especially in the e-commerce segment. This was confirmed by a 2010 UPU study, which showed that customers increasingly expect Posts to provide value-added features for the letter-post product, including tracking information and insurance. The UPU registered, insured and express items programme responds directly to the needs and expectations of the 21st century online customer.

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Through this programme, the UPU aligns the international postal network with customer needs for track and trace and delivery information. This is done by facilitating the exchange of electronic data for the international registered, insured and express services. The three different elements of the programme are described below. Participation in each element is optional.

I. Capture and exchange data



Participating designated operators can exchange barcode scanning data to better access real-time information about sent items and enhance customer service by responding to inquiries more effectively. The UPU has put this programme in place to boost the service features for value-added letter products.

Participation in the programme promotes the use of barcodes and track and trace systems for the exchange of EDI messages sent via various systems. Data exchange is based on the UPU standard EMSEVT message, which supports an expanded set of item-level tracking events from the point of acceptance through to final delivery to the addressee. The programme also promotes other EDI exchanges, such as dispatch (PREDES/RESDES) and consignment information (PRECON/RESCON), as well as other standards for transport and customs.

II. Measure and report performance



Timely reporting of performance at designated points in the distribution network allows postal operators and their agents (air carriers, ground handling operators) to maintain a reliable network that delivers the service promised to the customer. Specific targets have been set to measure and improve the transmission of item-level tracking events for value-added letter products.

Performance in transmitting item-level tracking events against these targets is reported in monthly and yearly overviews. These reports are customized for the individual designated operator so as to reflect only the item-level data of the operator's own inbound and outbound items exchanged with the other programme participants.

The reports measure and present the performance of the following events:

Event	Indicator
S-10	Application of standard S10 barcode to outbound items
EMC	Number of EMC (outbound scan at OE) scans
EMD	Percentage of items with EMD (inbound scan at OE) scan transmitted within 72 hours after scanning the item*
EMH/ I	Percentage of items with EMH (attempted delivery) or EMI (successful delivery) scan transmitted within 120 hours after scanning the item*

* scanning or (manual) data entry in IPS



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III. Pay and receive supplementary remuneration



Participants in the programme can decide to link the inbound and outbound performance, as measured in the reports, to supplementary remuneration. On a reciprocal basis, participants can agree to pay each other an enhanced remuneration based on the performance reports (article RL 213bis of the Letter Post Regulations).

If the minimum quality conditions are fulfilled, the destination designated operator is eligible to receive from the origin designated operator the sum of 0.5 SDR for each of the inward items for which the arrival and delivery scanning standards were met. The supplementary remuneration is based on the results over an entire calendar year.

Supplementary remuneration is paid and received on a link-by-link basis. This means that the inbound operator can qualify to receive supplementary remuneration only from partners for which it transmitted the EDI on item-level tracking events above the set targets, which are defined in RL 213bis and summarized below:

Event	Target
S-10	Provision of at least one outbound item with the standard S10 barcode
EMC	Exchange of at least one EMC (departure from OE) event
EMD	Exchange of EMD (arrival at OE) events, 56% transmitted within 72 hours after scanning*
EMH/ I	Exchange of EMH (attempted delivery) and EMI (final delivery) events, 56% transmitted within 120 hours after scanning or IPS data entry*

* Percentage based on items with an EMC event in origin country