**UPU operational efficiency and quality management certification**

**Results sheet: Quality of service performance achieved by the designated operator (2023 edition)**

Application from the designated operator (DO) of:

In order to ascertain whether the designated operator is a viable candidate for certification, the International Bureau will gather and review the DO’s annual performance results. This document summarizes the data on the DO’s quality of service performance, to be shared with the DO concerned and with the consultant carrying out the on-site audit.

The aim is to assess the quality of service results and verify whether the expected minimum level is achieved or surpassed. The standards and objectives set by Union bodies serve as the benchmark.

This results sheet, along with the questionnaire responses and the on-site audit findings, will be used as part of the final evaluation for certification.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1** | **Performance results for three legs in average days** | | | | |
|  |  | *Yes* | *No* | *Points* | *Comments* |
| 1.1 | Do the results of leg 1 average days from posting/collection to departure from outward office of exchange meet the relevant ‎targets? (Points not cumulative)  For outgoing ordinary mail (GMS or other): ‎ |  |  |  |  |
| – Between 4 and 5 days |  |  | 1 |  |
| – Equal to or less than 3 days |  |  | 2 |  |
|  | For outgoing parcels (EMA – EMC) (Points not cumulative): |  |  |  |  |
|  | – Between 5 and 7 days |  |  | 1 |  |
|  | – Equal to or less than 4 days |  |  | 2 |  |
| 1.2 | Do the results of leg 2 average days from outward office of exchange to arrival at inward office of exchange meet the relevant ‎targets? (Points not cumulative)  For outgoing ordinary mail (GMS or other): ‎ |  |  |  |  |
| – Between 4 and 5 days |  |  | 1 |  |
| – Equal to or less than 3 days |  |  | 2 |  |

|  |  | *Yes* | *No* | *Points* | *Comments* |
| --- | --- | --- | --- | --- | --- |
| 1.2 (cont.) | For outgoing parcels (EMC – EMD) (Points not cumulative): |  |  |  |  |
| – Between 6 and 10 days |  |  | 1 |  |
|  | – Equal to or less than 5 days |  |  | 2 |  |
| 1.3 | Do the results of leg 3 average days from arrival at inward office of exchange to attempted/unsuccessful physical delivery/final delivery meet the relevant ‎targets? (Points not cumulative)  For incoming ordinary mail (GMS or other): ‎ |  |  |  |  |
|  | – Between 4 and 5 days |  |  | 1 |  |
|  | – Equal to or less than 3 days |  |  | 2 |  |
|  | For incoming parcels (EMD – EDH/EMH/EMI) (Points not cumulative): |  |  |  |  |
|  | – Between 6 and 7 days |  |  | 1 |  |
|  | – Equal to or less than 5 days |  |  | 2 |  |
| **2** | **Scanning performance as a percentage** | | | | |
| 2.1 | Does the percentage of parcels that received an EMC event against the number of items that received an EMA event (% EMC over EMA) meet the relevant target? (Points not cumulative) |  |  |  |  |
|  | * From 80% to less than 90% |  |  | 1 |
|  | * Equal to or more than 90% |  |  | 2 |
| 2.2 | Does the percentage of parcels that received an EMA event against the number of items that received an EMC event (% EMA over EMC) meet the relevant target? (Points not cumulative) |  |  |  |  |
|  | * From 80% to less than 90% |  |  | 1 |
|  | – Equal to or more than 90% |  |  | 2 |
| 2.3 | Does the percentage of parcels returned from outbound Customs/security (EXC) against the number of items previously presented to and/or held by outbound Customs (EXA/EXB) meet the relevant target (% EXC over EXA/EXB)? (Points not cumulative) |  |  |  |  |
|  | * From 80% to less than 90% |  |  | 1 |
|  | – Equal to or more than 90% |  |  | 2 |
| 2.4 | Does the percentage of parcels that received an EMD event against the number of items for which the origin operator sent an EMC event (% EMD over EMC) meet the relevant target? (Points not cumulative) |  |  |  |  |
|  | * From 80% to less than 90% |  |  | 1 |
|  | – Equal to or more than 90% |  |  | 2 |
| 2.5 | Does the percentage of parcels returned from inbound Customs/security (EDC) against the number of items previously presented to and/or held by inbound Customs (EDB/EME) meet the relevant target (% EDC over EDB/EME)? (Points not cumulative) |  |  |  |  |
|  | * From 80% to less than 90% |  |  | 1 |
|  | – Equal to or more than 9% |  |  | 2 |
| 2.6 | Does the percentage of parcels that received an EMD event against the number of items that received an EDH/EMH/EMI event meet the relevant tar­get (% EMD over EDH/EMH/EMI)? (Points not cumulative) |  |  |  |  |
|  | * From 80% to less than 90% |  |  | 1 |
|  | – Equal to or more than 90% |  |  | 2 |
| 2.7 | Does the percentage of parcels that departed the inbound office of exchange (EMF) against the number of items that arrived at the inbound office of exchange (EMD) meet the relevant target (% EMF over EMD)? (Points not cumulative) |  |  |  |  |
|  | * From 80% to less than 90% |  |  | 1 |
|  | – Equal to or more than 90% |  |  | 2 |
| **3** | **Transport performance for parcels** | | | | |
| 3.1 | Does the elapsed time between the PREDES and the CARDIT (origin Post) meet the relevant target (elapsed days between PREDES and CARDIT 47 mes­sages)? (Points not cumulative) |  |  |  |  |
|  | * Between 2 and 3 days |  |  | 1 |
|  | – Equal to or less than 1 day |  |  | 2 |
| 3.2 | Does the elapsed time between the PREDES (origin Post) and RESDES (destination Post) meet the rele­vant target (elapsed days between PREDES and RESDES (first) mes­sages)? (Points not cumulative) |  |  |  |  |
|  | * Between 4 and 6 days |  |  | 1 |
|  | – Equal to or less than 3 days |  |  | 2 |
| **4** | **Electronic advance data and customs processing times for parcels** | | | | |
| 4.1 | Does the number of items having an ITMATT message for which a PREDES (origin Post) was provided meet the relevant target (ITMATT vs PREDES (%))? (Points not cumulative) |  |  |  |  |
|  | * From 80% to less than 90% |  |  | 1 |
|  | – Equal to or more than 90% |  |  | 2 |
| 4.2 | Does the number of items having an ITMATT message and EMC event over the number of items having EMC events meet the relevant target (ITMATT over EMC (%))? (Points not cumulative) |  |  |  |  |
|  | * From 80% to less than 90% |  |  | 1 |
|  | – Equal to or more than 90% |  |  | 2 |
| 4.3 | Does the elapsed time between the EDB event (item presented to import Customs/security) and the EDC event (item returned from import Customs/security) meet the relevant target (elapsed days between EDB and EDC events)? (Points not cumulative) |  |  |  |  |
|  | * Between 3 and 5 days |  |  | 1 |
|  | * Equal to or less than 2 days |  |  | 2 |
| **5** | **Delivery performance for parcels** | | | | |
| 5.1 | Parcel-post delivery standards validated |  |  | 1 |  |
| 5.2 | Does the percentage of parcels delivered on time based on leg 3 validated standards meet the relevant target? (Points not cumulative) |  |  |  |  |
|  | * From 80% to less than 90% |  |  | 1 |  |
|  | * Equal to or more than 90% |  |  | 2 |  |
| **6** | **Handling of international inquiries for parcels** | | | | |
| 6.1 | Use of the Internet-Based Inquiry System (IBIS) or any other comparable product |  |  | 1 |  |
| 6.2 | Processing times for parcel-related inquiries (in accordance with the rele­vant provisions of the Convention Regulations) |  |  |  |  |
|  | At least 90% of inquiries dealt with on time? | ❑ | ❑ | 1 |  |
| 6.3 | Is the maximum average time to open a request (16 working hours) respected? |  |  | 1 |  |
| 6.4 | Is the maximum average time to open a reply (16 working hours) respected? |  |  | 1 |  |

**7 Data quality and compliance**

|  |  | *Yes* | *No* | *Comments* |
| --- | --- | --- | --- | --- |
| 7.1 | Does the DO participate in the UPU compliance project?  If yes, indicate compliance level based on reports from current and previous years. |  |  | Points to be awarded according to the table below |

| *Type* | *Indicator* | *Current year results (average over past 12 months)* | *Target* | [*Points (as per compliance project targets*](https://www.upu.int/getmedia/dc4fc96c-0735-4176-92f2-64f6ccfe8fa9/complianceWithUpuStandardsExplanatoryNotesDashboardEn.pdf)*: green = 1; otherwise: 0)* |
| --- | --- | --- | --- | --- |
| Electronic data interchange (EDI) | 7.1.1 Overall compliance |  | > 97% | 1 |
| 7.1.2 Common features |  | 100% | 1 |
| 7.1.3 EMSEVT |  | > 97% | 1 |
| 7.1.4 PREDES |  | > 97% | 1 |
| 7.1.5 RESDES |  | > 97% | 1 |
| 7.1.6 PRECON |  | > 97% | 1 |
| 7.1.7 RESCON |  | > 97% | 1 |
| 7.1.8 CARDIT |  | > 97% | 1 |
| 7.1.9 ITMATT |  | > 97% | 1 |
| Other | 7.1.10 Own IMPC |  | > 99.9% | 1 |
| 7.1.11 Partner IMPC |  | > 99.5% | 1 |
| 7.1.12 Message upgrade |  | > 99% | 1 |
| 7.1.13 EDI connectivity |  | > 99% | 1 |
| 7.1.14 EMA–EMC mismatch |  | > 99% | 1 |

**Note. –** The International Bureau (Postal Operations Directorate) will update the results sheet whenever regulations, targets, indicators or objectives change.