2018

OPERATIONS

International Post Corporation

INTERNATIONAL MAIL QUALITY OF SERVICE MONITORING

UNEX™ CEN 2017 results

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10 pages
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INTERNATIONAL PRIORITY LETTER MAIL EXTERNAL QUALITY OF SERVICE MONITORING

UNEX™ CEN module > 2017 results

2.9 DAYS
AVERAGE TIME FOR LETTER MAIL DELIVERY IN EUROPE

79.5% J+3
PROPORTION OF LETTER MAIL DELIVERED IN 3 DAYS

94.2% J+5
PROPORTION OF LETTER MAIL DELIVERED IN 5 DAYS

International letter performance in Europe remains challenged

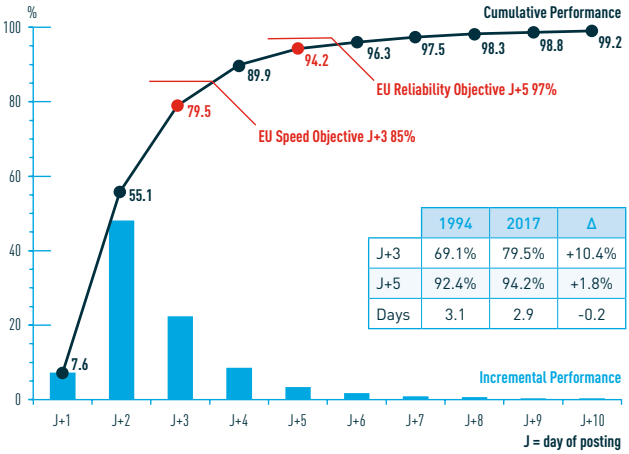
In 2017, the IPC UNEX™ CEN module, which measures international priority letter mail service performance in Europe, showed that, on average, 79.5% of letters were delivered within three days of posting and that 94.2% were delivered within five days. The UNEX™ CEN measurement is end-to-end: from posting in the origin country to delivery to the final addressee in the destination country, including the time for collection, sorting and transportation. The UNEX measurement solution was put in place by IPC members in 1994 to work together towards cross-border letter mail service excellence.

The 2017 UNEX™ CEN results show that European postal operators continue to experience challenges in maintaining past levels of letter mail performance and in fighting the downward trend. For the second time since 1998, the overall European quality of service results have not reached the objectives set by the 1997 European Union (EU) Directive on Postal Services (97/67/EC Directive), which states that 85% of letter mail is to be delivered within three days (J+3) and 97% within five days (J+5).

J+1 to J+10 performance

The chart below shows the 2017 postal performance from J+1 to J+10 in Europe (where J for "Jour" is the day of posting).

On the cumulative curve, each point shows the yearly average proportion of international priority mail that was delivered to its final addressee within n days of posting (J+n). Each bar shows the additional proportion of mail delivered compared to the previous day J+(n-1).



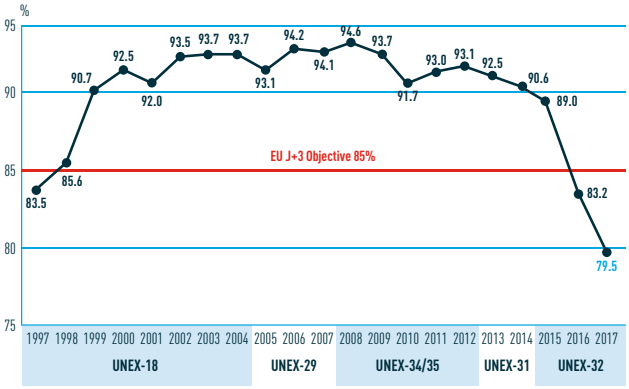
	1994	2017	Δ
J+3	69.1%	79.5%	+10.4%
J+5	92.4%	94.2%	+1.8%
Days	3.1	2.9	-0.2

The 2017 curve shows that neither the speed indicator (J+3) nor the reliability indicator (J+5) for European cross-border first-class/priority letter mail delivery times met their respective objectives of 85% (J+3) and 97% (J+5). However, the curve also shows that more than half of mail has already been delivered within two days, and that more than 90% of the mail continues to be delivered within five days maximum.

The average delivery time for the 2017 UNEX™ CEN module was 2.9 days.

J+3 performance across years

The chart below shows the J+3 yearly averages since 1997, when the EU objectives for letter mail service were set, and that European averages have been consistently above the J+3 EU objective of 85% from 1998 to 2015. In 2017, the J+3 speed indicator result was 79.5%, a further decrease of 3.7 percentage points compared to 2016, when it passed for the first time below 85%, but smaller than the decrease of 5.8 percentage points between 2016 and 2015 showing that the downward trend has slowed down.



The decreasing trend started to show in 2013 as an adverse consequence of the increasing pressure on postal resources and infrastructure. This trend can be primarily explained by postal operators having to reduce the operational costs related to the declining volumes of international letter mail envelopes, while at the same time e-commerce postal letter products such as untracked packets are constantly and significantly progressing, creating major challenges in the existing infrastructure.

Reduced operational costs are also achieved by postal operators' choice of transport e.g. converting air transport into ground transport methods where possible, re-allocating staff to specific parts of the operational postal pipeline or by regulators agreeing to extend the domestic service standards (e.g. delivery standards within two or three days rather than one in the past).

Performance level across Europe

The table below shows the average performance for the group of 18 countries that have been monitored continuously since 1994, the extended group of 29 countries, and for the 32 countries covered in 2017. The table shows that for all groups, postal performance has dropped below the objectives set out by the 1997 EU Postal Directive and below the levels of 2016.

	UNEX-18[1]	UNEX-29[2]	UNEX-32[3]
J+3, speed indicator	77.9%	79.7%	79.5%
J+5, reliability indicator	89.7%	94.0%	94.2%

1) UNEX-18 covers the 15 EU countries before the May 2004 enlargement: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Spain, Sweden and the United Kingdom together with Iceland, Norway and Switzerland.

2) UNEX-29 covers 29 countries with the extension of the UNEX-18 group in 2005 to the new EU member countries: Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia and Slovenia.

3) UNEX-32 covers UNEX-29 extended to Bulgaria and Croatia, i.e. the current EU membership of 28 member states along with Iceland, Norway, Serbia and Switzerland.

Performance consistency across Europe

The table below shows the proportion of UNEX™ CEN module country-to- country flows meeting each EU objective. In 2017, only 20% of the measured European country-to-country flows have achieved the EU objectives (a decrease of 8.5 percentage points vs 2016).

	UNEX-18[1]	UNEX-29[2]	UNEX-32[3]
Percentage of flows reaching the 85% J+3 objective	35.0%	22.0%	20.0%
Percentage of flows above the 97% J+5 objective	39.0%	29.0%	27.0%
Total number of country-to-country flows measured	288	702	797

Integrity and independence of results

The validity and independence of the statistics are guaranteed by the UNEX™ CEN module external contractor in charge of the panel, Ipsos GmbH (Sachsenstraße 6, 20097 Hamburg, Germany – www.ipsos.de).

The UNEX™ CEN measurement uses test letters to sample the performance of end-to-end cross-border mail flows, i.e. from posting in the origin country to delivery in the destination country, continuously over the year.

The test letters are posted and received by volunteer panellists selected by Ipsos, based on specified criteria. Both the identity of these panellists and the location of their induction or delivery points are kept unknown from the postal operators participating in the measurement.

Furthermore, the test envelopes mirror the physical characteristics of everyday customer letter mail and are consequently processed anonymously through national and international postal networks. More information on the UNEX™ CEN module and overall methodology can be obtained on the IPC website or by contacting us via unex@ipc.be.

UNEX™ CEN measurement regulatory framework

IPC has applied requirements from the *European Committee for Standardization CEN standard EN13850 Postal services – Quality of service – Measurement of the transit time of end-to-end services for single-piece priority and first-class mail*, on top of its own grid of European country-to-country flows. For the 2016 study, IPC has been audited to verify that the UNEX™ system meets all methodology requirements specified in the latest update of this CEN standard, EN13850:2012, which was released in 2012.

As communicated in past publications, IPC requested PwC* Bedrijfsrevisoren/Reviseurs d'Entreprises ("PwC" in what follows) in Belgium to perform an independent reasonable assurance engagement in accordance with the ISAE 3000 standard to assess the compliance of IPC's UNEX™ quality measurement processes with the CEN EN13850:2012 standard ("standard" in what follows).

PwC noted that the UNEX™ CEN module was compliant, in all material respects, with this standard, except for three areas where, in IPC's opinion, the most relevant in respect of the figures presented in this brochure is related to the real mail data provided. Indeed, the real mail data provided by several postal operators to set up the statistical design for geographical and mail characteristics included domestic data or sometimes bulk mail data and not only cross-border Single Piece Priority Mail (SPPM) related data as prescribed in the standard.

PwC concluded that, in their opinion, except for the effects of the two other non-compliance matters described in the Basis for Qualified Opinion Paragraph of their full report and except for the possible effects of the matter described above in respect of the real mail data, IPC's UNEX™ CEN measurement processes were compliant, in all material respects, with the standard and the country-to-Europe as well as the Europe-to-country figures (Percentage On Time in J+3, J+5 & Average Delivery Days) are fairly stated, in all material respects. This audit was applicable on the period 1 January 2016 to 31 December 2016 but no changes in methodology or approach have been implemented by IPC for the UNEX™ CEN measurement in 2017.

* *PwC has performed the abovementioned engagement and report solely for use by the IPC under a contract agreed upon with IPC. PwC does not have any obligation towards any other person; PwC does not have nor accept any liability or responsibility (contractual, extra-contractual or otherwise) towards such other person. The full report is available to the European participating postal operators as well as their regulators upon request via unex@ipc.be*

Europe > Percentage On Time in J+3 & J+5 and Average Delivery Days

IPC publishes the UNEX™ CEN module end-to-end results for international European priority letter mail annually

Key performance indicators: the three indicators presented in this brochure are the percentage of test mail items delivered within three days (J+3) i.e. the speed indicator, within five days (J+5) i.e. the reliability indicator, and the average number of delivery days taken to deliver mail. J ("Jour") is the day of posting and so, for example, +3 expresses the number of days before final delivery to the addressee during which time collection, sorting, national and international transport, and delivery has taken place. The distribution of the cumulative results from J+1 to J+10 as well as statistical precision figures are available for the 797 country-to-country flows upon request via unex@ipc.be

Method of calculation: the results are calculated based on the posting date, for items sent between 1 January and 31 December 2017, and on a five- or six-day business week, depending on the actual days of collection, delivery and processing operations of each postal operator. National and regional postal holidays are excluded in the destination country as well as holidays in the origin country if they directly follow the day on which the test letters were sent. Lists of non-working days (national and regional postal holidays or weekdays during which postal operations such as collection, delivery and processing do not take place) as well as a detailed description of the results' calculation methodology are available upon request via unex@ipc.be

UNEX™ CEN module > 2017 results

Origin Country		Destination Country (ISO alpha-2 code) AT	BE	BG	HR	CY	CZ	DK	EE	FI	FR	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	RS	SK	SI	ES	SE	CH	GB
Austria (AT)	J+3		83.8	65.3	93.6	23.8	82.5	48.3	88.2	81.3	85.3	93.4	50.0	92.2	12.9	72.7	94.4	90.9	84.9	97.1	83.8	86.8	32.4	90.0	89.1	88.7	70.5	91.4	97.0	53.6	100.0	100.0	94.4
	J+5		94.6	93.1	98.1	65.3	100.0	86.2	97.1	96.9	100.0	97.8	75.0	97.4	43.5	100.0	97.2	97.7	98.1	100.0	97.3	100.0	67.6	98.0	97.0	98.6	90.5	98.8	98.7	89.3	100.0	100.0	94.4
	Days		2.7	3.5	2.3	5.7	2.6	3.6	2.3	2.5	2.2	2.2	4.6	2.3	6.0	3.1	2.5	2.5	2.6	2.3	2.6	2.5	4.4	2.5	2.5	2.5	3.0	2.2	2.0	3.4	2.1	2.0	2.3
Belgium (BE)	J+3	76.5		38.1	83.0	25.9	84.0	75.6	74.4	67.4	88.8	94.6	48.3	75.7	55.3	86.0	84.5	75.8	67.2	92.8	52.3	94.9	27.7	60.0	68.1	79.1	52.3	88.5	89.1	70.2	82.2	91.7	92.4
	J+5	98.0		84.1	95.2	70.4	93.3	93.3	95.3	95.7	95.8	98.9	83.3	91.4	84.2	95.3	93.1	90.9	88.5	98.6	84.1	97.4	68.1	80.0	88.9	90.7	81.8	96.2	97.8	98.2	93.3	93.8	98.5
	Days	2.6		4.4	2.9	4.9	2.8	2.9	3.0	3.2	2.6	2.3	4.5	3.1	3.8	2.8	2.8	3.2	3.5	2.1	3.9	2.3	5.1	3.5	3.6	3.4	4.1	2.8	2.4	3.0	3.0	2.6	2.4
Bulgaria (BG)	J+3	53.7	35.1			25.0	35.3	3.3			47.3	39.9	10.7			20.8	13.3					39.4	16.1	32.4						30.0	22.2	29.0	24.2
	J+5	87.8	64.9			66.7	76.5	10.0			74.1	74.3	32.1			62.5	58.7					60.6	58.1	61.8						64.0	74.1	61.3	66.4
	Days	3.6	4.8			5.1	4.7	8.6			4.5	4.7	7.0			5.7	5.9					5.2	6.5	5.6						5.1	5.0	5.2	5.5
Croatia (HR)	J+3	84.9									57.1	75.9				43.9													92.5		44.6	80.4	68.2
	J+5	97.0									85.7	95.2				82.5													98.3		95.9	96.1	92.0
	Days	2.6									3.7	2.9				4.1													2.3		3.7	2.8	3.3
Cyprus (CY)	J+3	55.9	44.1	14.7			24.3	0.0		8.6	41.3	12.7	40.5			12.5	24.3					23.7	13.9	20.6		18.2				37.0	19.4	11.8	58.4
	J+5	91.2	79.4	50.0			62.2	12.5		68.6	87.0	59.5	71.0			71.9	59.5					71.1	72.2	61.8		78.8				70.4	58.3	52.9	88.5
	Days	4.0	4.3	5.9			5.3	8.2		5.1	4.1	5.7	4.7			5.3	5.0					5.2	4.7	4.9		5.6				5.4	5.1	5.5	3.7
Czech Republic (CZ)	J+3	83.3	68.8	19.4	52.8	8.8		20.6	64.4	64.5	78.3	80.4	31.0	64.1		42.4	70.6	69.6	50.0	32.4	14.7	88.6	10.5	63.6	58.3	39.1	50.0	92.1	37.1	57.1	54.3	83.8	44.3
	J+5	94.4	90.6	51.6	94.4	55.9		61.8	97.8	90.3	97.8	95.1	55.2	94.9		84.8	85.3	93.5	83.3	79.4	61.8	100.0	52.6	92.7	91.7	78.3	88.9	99.1	71.4	74.3	88.6	97.3	86.3
	Days	2.5	3.4	6.3	3.6	5.4		5.2	3.2	3.2	2.8	2.9	5.6	3.2		4.2	3.3	2.8	4.5	4.4	5.9	2.5	5.5	3.3	3.8	4.6	3.9	2.2	4.5	4.0	3.6	2.7	4.2
Denmark (DK)	J+3	89.7	75.0	20.0	61.3	26.9	61.3		71.4	79.2	79.3	81.7	42.3	58.1	76.5	67.9	82.5	87.1	58.1	51.6	38.7	85.3	76.8	53.6	80.6	33.3	35.0	76.5	50.0	48.5	86.0	77.4	83.7
	J+5	100.0	96.9	84.0	87.1	61.5	87.1		96.4	100.0	96.6	97.8	73.1	83.9	96.9	89.3	95.0	96.8	96.8	87.1	80.6	97.1	92.9	82.1	96.8	70.4	70.0	94.1	96.4	87.9	95.7	90.3	100.0
	Days	2.3	2.9	4.8	3.8	5.0	3.5		3.0	2.6	3.0	2.9	4.3	3.7	3.0	3.6	3.0	2.6	3.3	3.9	4.6	2.9	3.1	3.9	2.8	4.8	4.7	3.1	3.7	3.8	2.7	3.2	2.5

UNEX™ CEN module > 2017 results

Origin Country		Destination Country (ISO alpha-2 code) AT	BE	BG	HR	CY	CZ	DK	EE	FI	FR	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	RS	SK	SI	ES	SE	CH	GB
Estonia (EE)	J+3	100.0	82.9				79.3	16.7		81.3	64.5	82.9	17.9	55.2		69.0	50.0	95.3	87.5			93.8	75.0	60.6	62.5			75.0	84.8	40.0	83.3	96.8	66.2
	J+5	100.0	97.1				100.0	60.0		94.6	96.8	97.4	42.9	93.1		96.6	84.4	100.0	95.0			96.9	100.0	87.9	95.8			100.0	97.0	68.0	96.3	100.0	93.5
	Days	2.7	3.0				2.9	4.8		2.7	3.3	2.6	6.8	3.4		3.1	4.3	2.1	2.6			2.4	3.0	3.4	3.4			3.0	3.0	5.1	2.8	2.3	3.5
Finland (FI)	J+3	88.2	76.5	70.4	70.6	29.7	79.4	28.1	92.7		93.9	89.2	16.7	77.8	69.7	65.7	84.4	100.0	77.4	54.3	57.1	77.1	78.1	70.3	51.4	51.4		86.8	65.7	54.5	90.4	94.6	93.8
	J+5	97.1	100.0	100.0	94.1	70.3	97.1	84.4	99.5		97.0	95.9	46.7	97.2	97.0	97.1	93.8	100.0	87.1	82.9	88.6	88.6	100.0	97.3	94.3	91.9		97.4	91.4	90.9	99.5	100.0	100.0
	Days	2.3	2.8	2.9	3.2	4.6	2.5	4.3	2.3		2.2	2.5	5.9	2.7	3.2	3.1	3.1	2.0	3.0	3.7	3.8	3.2	2.8	3.1	3.5	3.7		2.5	3.1	3.5	2.2	2.0	2.2
France (FR)	J+3	94.0	95.8	34.4	80.5	27.6	88.1	33.3	57.1	74.3		87.1	53.4	73.6	78.9	88.9	90.9	73.2	20.6	97.0	65.7	96.1	37.0	75.0	88.4	72.7	56.0	83.8	75.0	80.5	93.9	93.2	92.7
	J+5	98.0	97.5	77.0	97.6	86.2	100.0	81.8	94.3	91.4		96.9	81.8	96.2	92.1	97.2	97.9	97.6	52.9	99.2	94.3	98.1	77.8	94.6	98.3	93.7	90.1	100.0	97.7	91.8	100.0	95.9	99.0
	Days	2.3	2.1	4.9	3.0	4.4	2.4	4.2	3.2	3.1		2.6	4.0	3.0	3.3	2.6	2.4	2.9	6.1	2.1	3.5	2.2	4.9	2.8	2.6	2.9	3.5	2.6	2.9	2.8	2.2	2.5	2.3
Germany (DE)	J+3	92.2									90.9						66.8								80.9								
	J+5	100.0									98.2						95.7								94.4								
	Days	2.2									2.5						3.4								2.8								
Greece (GR)	J+3	78.8	70.6	13.8	50.0	55.4	65.6	6.1	39.4	29.4	78.4	65.0		51.4		37.8	64.4	58.6		63.2	37.5	56.3	17.1	61.1	38.9	73.7	54.5			36.7	63.2	77.8	80.7
	J+5	97.0	91.2	65.5	93.8	86.1	93.8	60.6	87.9	76.5	92.8	93.0		85.7		89.2	86.7	89.7		86.8	93.8	79.7	65.7	91.7	66.7	94.7	81.8			66.7	97.4	100.0	96.7
	Days	3.0	3.3	5.1	3.8	3.9	3.2	5.7	4.0	4.4	2.9	3.3		3.9		4.2	3.7	3.7		3.9	3.8	4.1	5.5	3.6	5.1	3.1	3.7			5.1	3.1	2.5	2.7
Hungary (HU)	J+3	86.1	73.5	38.7	47.1	38.7	79.4	17.6	53.3	71.4	59.6	85.6	6.5			42.9	45.2	65.1	35.7		50.0	84.4	15.2	74.3	45.5	60.0	54.8	86.8	88.6	51.4	50.0	81.8	82.2
	J+5	100.0	94.1	87.1	85.3	77.4	97.1	73.5	90.0	91.4	90.4	96.4	51.6			85.7	73.8	88.4	78.6		86.1	90.6	57.6	94.3	87.9	96.4	93.5	97.4	97.1	82.9	97.2	93.9	94.6
	Days	2.4	3.3	3.9	3.7	4.8	2.6	4.9	3.6	3.1	3.5	2.6	5.9			4.1	4.7	3.6	4.3		4.4	3.0	5.3	3.1	3.9	3.2	3.5	2.4	2.5	3.7	3.3	2.5	2.9
Iceland (IS)	J+3	73.3	44.7					50.0		70.4	89.7	81.0				53.1	43.3					46.9	89.9	54.3						33.3	96.3	65.8	92.3
	J+5	100.0	84.2					81.7		96.3	100.0	97.3				87.5	80.0					87.5	100.0	85.7						90.0	100.0	94.7	100.0
	Days	3.1	3.9					4.1		3.0	2.5	2.8				3.6	4.2					4.4	2.6	4.1						4.3	2.2	3.4	2.2
Ireland (IE)	J+3	77.8	83.3	33.3	36.4	18.8	72.2	25.8	61.3	70.6	100.0	78.9	34.3	62.5	84.8		80.4	81.8	40.0	81.6	55.6	67.6	62.2	51.4	74.3	41.9		65.7	66.7	53.3	82.4	91.7	94.3
	J+5	100.0	97.2	69.7	84.8	50.0	97.2	77.4	93.5	97.1	100.0	94.7	77.1	90.6	100.0		96.1	97.0	82.9	92.1	80.6	94.6	97.3	85.7	94.3	77.4		97.1	94.4	100.0	100.0	100.0	98.0
	Days	2.7	2.8	5.5	4.1	5.8	3.2	4.5	3.4	3.2	1.9	2.7	4.7	3.3	2.9		2.8	3.0	4.3	2.8	4.7	3.2	3.4	4.0	2.8	4.6		3.3	3.1	3.2	2.7	2.2	2.2
Italy (IT)	J+3	68.9	62.8	14.1	68.2	19.2	54.8	35.8	34.6	64.8	70.9	75.6	46.4	51.3	11.4	65.9		48.6	37.9	58.0	41.5	63.8	34.2	27.8	73.7	38.7	23.3	55.4	75.6	53.9	59.5	76.0	75.4
	J+5	85.8	79.5	82.8	85.4	60.3	79.6	68.7	66.7	83.1	85.3	86.2	72.3	78.2	62.9	81.7		90.0	71.2	79.0	75.6	76.6	73.4	60.8	92.1	72.6	69.9	79.5	87.3	79.8	82.1	89.2	88.4
	Days	3.5	4.1	5.1	3.9	5.9	4.1	5.2	5.5	3.9	3.5	3.3	4.7	4.3	5.6	4.0		3.8	5.3	3.8	4.9	4.2	4.9	6.3	3.3	4.9	5.1	4.1	3.2	4.1	3.7	3.1	3.4
Latvia (LV)	J+3	91.2	88.9			38.2	94.1	44.8	92.6	91.4	79.4	59.0	18.2	62.5		43.3	80.0		88.4			89.2	78.4	71.4	55.9	41.9		97.1	80.6	54.5	87.2	79.5	78.0
	J+5	97.1	100.0			73.5	100.0	82.8	100.0	94.3	94.1	95.2	57.6	90.6		83.3	94.3		96.5			94.6	100.0	94.3	88.2	64.5		100.0	97.2	84.8	95.7	97.4	95.3
	Days	2.2	2.4			4.2	2.3	4.0	2.1	2.5	2.6	3.4	5.3	3.4		4.5	3.0		2.4			2.6	2.9	3.1	3.6	5.5		2.2	2.9	4.0	2.6	2.6	3.0
Lithuania (LT)	J+3	75.0	74.3	41.4		36.4		28.1	97.1	57.1	54.5	51.7		57.9		50.0	62.2	95.3			37.8	97.2	50.6	67.4	51.5	57.6		76.5		28.1	90.3	82.1	47.4
	J+5	96.9	97.1	55.2		63.6		75.0	100.0	94.3	93.9	94.1		97.4		91.7	83.8	97.7			83.8	97.2	89.6	89.1	93.9	84.8		97.1		65.6	100.0	97.4	85.3
	Days	3.1	3.2	5.0		5.0		4.5	2.1	3.5	3.8	3.7		3.3		3.7	3.6	2.1			4.6	2.2	3.7	3.2	3.6	3.7		3.2		4.8	2.4	2.6	4.0
Luxembourg (LU)	J+3	92.1	90.1	40.6		29.4	85.7	25.0	80.6	64.5	93.6	93.2	30.0	60.0	64.3	75.8	82.9	67.7	53.6		61.8	100.0	59.5	53.1	74.2	60.6		65.7	75.7	69.7	85.3	97.1	89.2
	J+5	94.7	96.7	71.9		70.6	94.3	71.9	94.4	87.1	97.9	97.0	83.3	94.3	92.9	90.9	94.3	87.1	82.1		88.2	100.0	89.2	90.6	93.5	84.8		88.6	97.3	90.9	94.1	100.0	97.3
	Days	2.6	2.4	4.6		5.0	2.9	4.4	2.7	3.7	2.4	2.3	4.7	3.5	3.4	3.3	2.8	3.6	3.8		3.6	2.2	3.6	4.1	3.1	3.8		3.6	3.1	3.4	2.9	2.2	2.4

UNEX™ CEN module > 2017 results

Origin Country		Destination Country (ISO alpha-2 code) AT	BE	BG	HR	CY	CZ	DK	EE	FI	FR	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	RS	SK	SI	ES	SE	CH	GB
Malta (MT)	J+3	77.1																							62.9								83.0
	J+5	94.3																							82.9								95.7
	Days	2.9																							4.0								2.8
Netherlands (NL)	J+3	81.9	88.9	57.1	52.9	11.8	45.7	32.6	71.4	75.0	87.8	78.3	27.2	73.2	41.3	60.0	50.3	71.7	61.7	94.3	45.7		31.6	64.5	77.6	58.9	29.9	56.3	71.1	57.5	78.9	82.2	93.5
	J+5	94.7	96.1	92.9	88.6	47.1	91.3	67.4	92.9	94.4	93.2	93.5	69.4	93.9	80.4	100.0	74.1	90.6	100.0	97.1	77.1		89.5	90.3	94.1	89.3	79.3	84.4	94.7	90.4	94.7	95.6	100.0
	Days	2.8	2.4	3.5	4.0	6.4	3.7	4.6	2.8	3.2	2.2	2.8	5.2	2.8	4.4	3.3	4.6	3.0	3.3	2.1	4.5		4.2	3.3	2.9	3.5	4.7	3.8	3.1	3.5	2.7	3.2	2.1
Norway (NO)	J+3	89.6	89.4	53.3	67.3	28.3	71.1	33.7	75.6	67.3	83.7	70.6	26.7	50.0	91.3	78.6	57.4	79.1	68.0	54.2		88.9		60.4	67.3	58.7		72.3	34.8	59.0	91.7	78.0	95.2
	J+5	100.0	100.0	93.3	92.7	67.4	86.7	87.2	97.8	91.8	100.0	96.1	68.9	97.9	95.7	92.9	87.2	97.7	90.0	91.7		100.0		87.5	100.0	95.7		95.7	87.0	79.5	98.3	94.0	100.0
	Days	2.6	2.6	3.7	3.5	4.8	3.5	4.1	3.0	3.3	2.6	3.3	4.9	3.6	2.6	3.0	3.8	2.9	3.6	3.7		2.6		3.6	3.1	3.5		3.1	4.3	3.8	2.4	3.1	2.2
Poland (PL)	J+3	80.0	79.4	30.3	44.8	35.7	70.2	20.7	60.0	44.4	71.1	61.4	15.6	48.4	11.5	50.0	48.9	66.7	60.3	70.0	22.9	68.8	25.7		30.6	48.5	32.4	73.0	42.9	44.8	65.7	75.8	66.8
	J+5	97.1	100.0	66.7	82.8	75.0	97.9	48.3	96.7	91.7	93.3	92.6	53.1	90.3	46.2	91.2	93.3	93.3	91.8	90.0	82.9	87.5	60.0		86.1	75.8	70.6	100.0	91.4	69.0	97.1	100.0	93.6
	Days	2.9	2.9	4.8	4.0	4.5	3.1	6.3	3.3	3.9	3.0	3.5	5.8	3.5	6.6	3.8	3.7	3.6	3.4	3.3	4.5	3.3	5.6		4.5	4.6	4.8	2.9	3.7	4.3	3.3	2.9	3.3
Portugal (PT)	J+3	94.3	80.0	29.4	63.9	19.4	67.6	33.3	44.1	61.8	83.7	91.5	26.5	66.7		72.7	80.6	78.6	62.1	88.2	43.2	89.1	36.8	34.3		55.9		91.9	66.7	84.2	83.3	89.6	92.7
	J+5	100.0	97.1	85.3	97.2	64.5	91.9	81.5	79.4	100.0	97.6	97.6	70.6	91.7		90.9	97.2	96.4	89.7	94.1	89.2	97.0	84.2	85.7		85.3		94.6	91.7	96.8	100.0	97.9	98.7
	Days	2.1	2.7	4.9	3.3	5.0	3.1	4.4	4.4	3.3	2.8	2.4	5.1	3.5		3.5	2.8	2.8	3.9	2.9	4.2	2.7	4.1	4.4		3.8		2.4	3.4	2.5	2.6	2.3	2.2
Romania (RO)	J+3	30.0	32.6	38.2	12.9		41.9			5.7	20.8	35.6	8.3	21.9		11.1	19.0		11.1			27.3	0.0	29.4	18.8			44.4		41.5	23.5	44.1	42.9
	J+5	82.5	74.4	55.9	54.8		77.4			45.7	69.6	82.0	29.2	62.5		55.6	62.9		59.3			63.6	20.7	70.6	53.1			80.6		75.6	76.5	91.2	79.3
	Days	4.6	4.7	5.1	6.0		4.3			6.0	5.0	4.5	7.9	5.2		5.7	5.5		5.8			5.0	7.1	4.6	5.5			4.3		4.7	5.0	3.9	4.3
Serbia (Republic of) (RS)	J+3	74.6									49.1	2.9					16.9					59.6	31.9						71.4		62.6	53.1	57.8
	J+5	93.0									93.6	6.3					44.1					97.9	80.9						92.9		89.9	87.8	79.8
	Days	3.0									3.8	9.5					7.2					3.4	4.4						3.0		3.6	3.7	4.1
Slovak Republic (SK)	J+3	89.4	69.7	51.5	90.0	17.1	93.1	9.1	24.3	29.7	48.5	90.4		54.1		54.5	67.7	41.9	55.6			56.8	54.5	59.0	45.9	51.4			91.9	47.8		84.2	79.4
	J+5	97.9	90.9	81.8	100.0	80.0	99.0	63.6	73.0	81.1	91.2	98.3		91.9		100.0	93.5	90.3	92.6			94.6	81.8	92.3	97.3	77.1			97.3	89.1		100.0	97.4
	Days	2.5	3.5	4.1	2.6	4.5	2.2	5.1	4.7	4.3	4.0	2.6		3.6		3.4	3.4	4.0	3.6			3.7	4.2	3.5	3.7	4.4			2.8	3.8		2.8	3.0
Slovenia (SI)	J+3	93.1	94.6	39.4	96.8		80.6	6.7	74.3	50.9	71.2	91.3	25.8	80.0		67.6	82.7	51.7	46.4	60.0		71.1	62.1	69.4	74.3	54.5	59.4	97.3		62.5	68.6	94.8	81.6
	J+5	98.3	100.0	78.8	99.2		91.7	80.0	94.3	90.6	93.2	98.6	61.3	97.1		94.1	94.7	89.7	82.1	82.9		92.1	89.7	88.9	91.4	81.8	96.9	100.0		89.6	85.7	100.0	96.9
	Days	2.1	2.3	4.2	2.0		2.7	4.7	2.9	3.8	3.2	2.5	5.1	2.5		3.5	2.9	3.7	4.1	3.9		3.2	4.0	3.2	3.2	4.3	3.4	1.9		3.4	3.7	2.3	3.0
Spain (ES)	J+3	77.5	78.6	32.7	22.4	10.0	60.0	15.2	35.9	28.9	69.6	72.5	32.4	53.7	7.1	63.2	67.3	41.9	24.1	53.8	35.7	82.6	9.3	42.9	80.5	60.0	21.1	53.8	61.9		68.3	89.7	86.6
	J+5	92.5	95.2	65.3	69.4	52.5	85.0	63.6	71.8	76.3	96.3	93.6	89.2	82.9	67.9	92.1	87.3	77.4	58.6	89.7	78.6	94.2	58.1	85.7	96.7	80.0	57.9	82.1	85.7		92.7	100.0	96.8
	Days	3.1	2.9	4.9	5.1	5.4	4.2	5.1	4.5	4.6	3.1	3.2	4.2	4.1	5.1	3.4	3.5	4.2	5.6	3.8	4.3	3.0	6.4	4.2	2.7	3.6	5.3	3.7	3.5		3.1	2.3	2.7
Sweden (SE)	J+3	83.3	83.3	30.9	30.2	27.1	72.2	42.1	84.5	86.8	59.4	83.6	32.4	58.8	66.2	86.7	80.0	90.6	62.2	58.8	54.3	94.7	91.7	69.4	74.3	39.4	35.0	75.7	35.1	54.8		77.8	91.4
	J+5	97.2	100.0	73.5	55.8	68.8	91.7	86.9	93.0	98.6	87.5	98.6	70.6	94.1	97.1	96.7	94.3	98.1	95.6	94.1	91.4	97.4	99.1	88.9	97.1	78.8	74.4	100.0	75.7	90.3		94.4	98.3
	Days	2.7	2.3	4.6	5.6	5.2	2.9	3.9	2.6	2.5	3.7	2.5	4.5	3.4	3.4	2.5	3.0	2.1	3.4	3.6	3.7	2.3	2.4	3.3	3.0	4.3	4.6	3.0	4.2	3.7		3.1	2.4
Switzerland (CH)	J+3	100.0	91.9	40.8	93.1	28.1	88.9	40.0	81.8	88.6	92.8	91.1	51.7	71.4	28.6	83.9	90.0	96.3	73.1	93.8	67.6	86.1	86.8	88.2	91.7	69.4	71.6	94.7	92.0	86.2	88.9		83.6
	J+5	100.0	94.6	83.7	98.3	84.4	100.0	93.3	97.0	94.3	97.6	97.9	80.0	94.3	100.0	93.5	95.0	100.0	96.2	100.0	89.2	100.0	97.4	97.1	97.9	97.2	92.6	100.0	100.0	93.1	97.2		98.2
	Days	2.0	2.7	4.5	2.3	4.3	2.3	3.8	2.9	2.7	2.3	2.3	4.5	3.0	4.0	3.0	2.6	2.1	3.3	2.1	3.9	2.4	3.1	2.3	2.6	3.1	3.3	2.1	2.1	2.9	2.5		2.5
United Kingdom (GB)	J+3	90.7	92.0	48.7	55.6	34.0	83.9	48.3	23.5	86.3	85.2	88.5	51.9	82.5	79.6	93.0	81.1	77.3	28.6	90.7	72.8	88.4	86.4	73.4	89.9	72.0	48.6	82.4	47.3	73.5	93.5	86.9	
	J+5	96.9	96.8	84.5	88.0	79.4	96.8	84.6	69.5	97.6	94.8	97.3	80.8	95.9	97.4	98.9	93.6	91.0	64.5	98.8	93.6	98.5	96.2	94.9	97.3	94.2	84.2	96.3	90.3	94.4	98.1	96.3	
	Days	2.3	2.3	4.0	3.8	4.4	2.7	3.9	5.2	2.6	2.9	2.6	4.1	2.6	2.9	2.4	3.0	3.2	5.3	2.4	3.2	2.6	2.7	3.1	2.4	3.0	4.1	2.8	3.9	3.1	2.3	2.7	

Statistical design

The UNEX™ CEN measurement covered by this publication is carried out continuously over the year and monitors both urban and rural areas in Europe in line with the real mail geographical spread of single-piece priority letter mail (sent or received).

The characteristics of the test letters and the panel are specified to ensure that they are representative of the real mail stream with respect to weight and size (C6-20g, C5-50g, C4-50g), posting methods (mailbox, post office, pick-up), payment methods (stamp, meter, PP), addressing (machine typed, handwritten), envelope lay-out and geographical coverage in terms of posting and delivery locations for mail in each country.

The UNEX™ CEN module and in particular, the *European Committee for Standardization CEN standard EN13850:2012 Postal services – Quality of service – Measurement of the transit time of end-to-end services for single-piece priority and first class mail* which remains the main driver, require the design i.e. test mail samples, physical characteristics of that mail, panellists profiles as well as origin and destination country spread, to be based on real mail studies that should be carried out by each post being the universal postal service provider in a CEN country.

The reported UNEX™ CEN module results cover international priority single-piece letter mail, i.e. mail which is not bulk mail or that would imply constraints for the customers at posting, e.g. the registration of items, minimum induction volumes, equal contents or the pre-sortation of the inducted mail, in line with the CEN standard EN13850:2012 scope.

The study covers the cross-border mail processes between countries in Europe, so given the regulatory situation in some countries, it might be possible that some part of the mail (hence also of the UNEX™ test mail) is handled by another postal operator than the universal service providers in the countries involved.

Since 2016, IPC has adjusted the field of study for the UNEX™ CEN measurement to maintain overall representativeness of results and still achieve a study's cost reduction. The mail characteristics and geographical constraints mix has been applied at country-to-Europe and Europe-to-country level, rather than forcing it on each individual country-to-country flow whatever the flow's size is. This modification has also been audited by PwC (see page 3). The country-to-country results published in this report are calculated for information as a detailed sub-result of the country-to-Europe and Europe-to-country statistical design.

67,000	797	32	1,200
TEST LETTERS ACROSS EUROPE IN 2017	COUNTRY-TO-COUNTRY FLOWS MEASURED	COUNTRIES SENDING/ RECEIVING TEST MAIL	PANELLISTS SENDING AND/OR RECEIVING TEST MAIL

For the UNEX™ CEN module 2017:

> Test letter volumes to be sent from each country to the rest of Europe and vice versa were calculated based on the procedure described in the CEN EN13850:2012 standard, using the international priority single-piece real mail volumes travelling from each country to Europe and vice versa. Real mail data is provided by both posts on each international flow based on the accounting agreements they exchange annually to calculate each other's remuneration in delivering each other's international mail ("terminal dues"). Once total test letter volumes outbound and inbound a country have been calculated, they are allocated to specific country-to-country flows using relative real mail proportions.

> Very small country-to-country flows were not measured; the CEN EN13850:2012 standard specifies that flows with real mail volumes below 11,500 mail pieces per year may be excluded from the measurement. Indeed, if the test mail itself was inducted on such flows, they would artificially increase the real mail volume more than 2.5%.

> The geographical spread of the test mail in origin or destination countries was mainly based on real mail statistics aggregating all mail processed i.e. often a mix of domestic and international mail. The mail characteristics sampling related to induction and payment methods, sizes and weights was often based on all mail processed by the postal operator within the country.

  Indeed, not all operators can split their mail statistics into national and international flow for each of these parameters.

> The letter mail sizes measured were C6, C5 and C4, and the weights were 20g and 50g. Test letters were no thicker than a few millimetres.

> The results reported above meet the post-factum redress procedure requested by the CEN standard EN 13850:2012. To handle possible deviations between the final test volume sample proportions achieved and the initially required real mail statistics proportions, a complex process of weighting is to be applied. As required by the CEN standard, IPC first analysed the variation in past postal performance to identify the key discriminant factors for each of the measured country-to-country flows. Where deviations from the statistical design proportions were found on the discriminant factors, IPC has adjusted by implementing a corrective multivariate weighting on each of the factors for each of the country-to-Europe and Europe-to-country flows.

  After the corrective weighting on each of the country-to-Europe and Europe-to-country flows, IPC has calculated the weighted European average. More information on the discriminant analyses or on the corrective weighting process can be obtained via unex@ipc.be.

> The ex post weighting above also applies to statistical accuracy. The precision range of half of the country outbound and country inbound total results was below or equal to 5% (assuming a 95% level of confidence).

For the UNEX™ CEN module 2017 (continued):

> Deutsche Post DHL Group and MaltaPost plc decided to no longer participate in the UNEX™ measurement. Therefore, the number of flows measured from Germany and Malta and reported in UNEX™ CEN module is the result of the individual choice of universal postal service providers in other countries. In the other direction, all participating posts measure their flows towards these two countries by default (when enough real mail volume exists).

The CEN EN13850:2012 standard's methodology is not to be applied for an international measurement in a multi-postal operator field study; Germany remains an exception in Europe as there is no single post serving as universal service provider in the country.

> During 2016, postal operations in Denmark and Italy went through severe process reorganisation.

In Denmark, collection processes from street mail boxes have been amended; after a postal law that was put into practice on 1 July 2016, priority treatment to international mail is only to be given to letters posted in post offices or picked up from businesses. Consequently, mail box induction stopped being measured in the UNEX™ CEN module in Denmark, which was approved during the above-mentioned audit process.

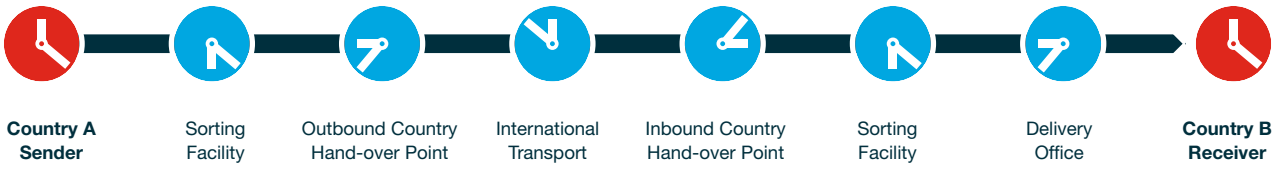
In selected areas of Italy, Poste Italiane started implementing a process based on alternating delivery and collection days, rotating every other week. The selection of these localities was based on various criteria such as a low population and/or low real mail volumes and was agreed upon by the Italian postal regulator.

In regard to mail collection, the regulator has adjusted domestic standards specifically for mail posted in the street mail boxes of these areas. On the delivery side, the rotating pattern means that one part of a small town has their mail delivered on Monday, Wednesday and Friday in one week and on Tuesday and Thursday in the following week, while the other part of the same area has the reverse schedule.

The new process has been implemented in waves during 2016 and 2017 and areas affected stopped being part of the UNEX™ CEN measurement from the moment the change was applied in each area.

Radio Frequency Identification (RFID) technology

In 2017, about 40% of UNEX™ CEN module test letters contained an active Radio Frequency Identification (RFID) device. As the test letter moves through the international mail pipeline, the time of its arrival at specific points can be recorded automatically by radio receivers located in postal facilities. These radio receivers are linked to a global RFID network run by IPC. In a fully anonymous manner, the RFID tags help to identify any delays which may occur along the postal process, from origin country to destination country. This RFID technology, with continuous technical enhancements, has been in use for the UNEX™ postal quality of service measurement for more than 20 years. Currently this network serves 37 postal operators and covers over 300 postal facilities with close to 2,800 reading points.



About International Post Corporation

International Post Corporation (IPC) is the leading service provider of the global postal industry that provides leadership by driving service quality, interoperability and business-critical intelligence to support posts in defending existing business and expanding into new growth areas. It is a cooperative association of 24 member postal operators in Asia Pacific, Europe and North America. IPC's solutions and services are used by over 180 posts worldwide. Since 1989 IPC has set standards for upgrading quality and service performance and developed technological solutions that help members enhance service for international letters, packets and parcels. IPC engages in industry research, creates business-critical intelligence, provides a range of platforms and programmes for member post CEOs and senior management to exchange best practices and discuss strategy. IPC also manages the system for incentive-based payments between postal operators. For more information please visit our website at www.ipc.be.

UNEX™ CEN module countries in 2017	Participating postal operators	Website address
Austria	Österreichische Post AG	www.post.at
Belgium	bpost	www.bpost.be
Cyprus	Cyprus Post	www.mcw.gov.cy
Denmark	PostNord Danmark	www.postdanmark.dk
Finland	Posti	www.posti.com
France	Le Groupe La Poste	www.laposte.fr
Germany	*As explained above, although Deutsche Post DHL Group itself was not participating in the study, test mail was sent from and to Germany on behalf of other postal operators.*	
Greece	Hellenic Post ELTA	www.elta.gr
Hungary	Magyar Posta	www.posta.hu
Iceland	Iceland Post	www.postur.is
Ireland	An Post	www.anpost.ie
Italy	Poste Italiane S.p.A.	www.poste.it
Luxembourg	POST Luxembourg	www.post.lu
Norway	Posten Norge	www.posten.no
Portugal	CTT Portugal Post	www.ctt.pt
Spain	Correos	www.correos.es
Sweden	PostNord Sverige	www.posten.se
Switzerland	Post CH	www.post.ch
The Netherlands	PostNL	www.postnl.com
United Kingdom	Royal Mail Group plc	www.royalmailgroup.com
In 2017 the UNEX™ Monitoring System in Europe covered IPC European members' countries from IPC membership above together with:		
Bulgaria	Bulgarian Posts plc	www.bgpost.bg
Croatia	Hrvatska pošta	www.posta.hr
Czech Republic	Ceská Pošta	www.ceskaposta.cz
Estonia	Omniva	www.omniva.ee
Latvia	Latvijas Pasts	www.pasts.lv
Lithuania	Lietuvos Paštas	www.post.lt
Malta	*MaltaPost plc stopped its participation; test mail was sent from and to Malta on behalf of other postal operators.*	
Poland	Poczta Polska	www.poczta-polska.pl
Romania	Posta Româna	www.posta-romana.ro
Serbia (Republic of)	PE Post of Serbia	www.posta.rs
Slovak Republic	Slovenská Pošta	www.posta.sk
Slovenia	Pošta Slovenije	www.posta.si

The addresses of the postal operators above can be obtained upon request at unex@ipc.be.

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More information on the UNEX™ Quality of Service Monitoring System, its modules and technical documentation related to the 2017 CEN module results can be obtained via unex@ipc.be or found on www.ipc.be.

To find out more about IPC's UNEX™ programme, please click here.

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