

ICS 03.240

English Version

**Postal services - Measurement of transit times for parcels by the  
use of a track and trace system**

Services postaux - Mesure des temps de transit des colis  
par l'utilisation d'un système de traçabilité

Postalische Dienstleistungen - Laufzeitmessung für  
Päckchen mit Hilfe eines track and trace- Systems

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## Foreword

This document (CEN/TR 15472:2006) has been prepared by Technical Committee CEN/TC 331 "Postal Services", the secretariat of which is held by NEN.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association.

## Introduction

In the Green paper on postal services in 1992 the European Commission emphasised the need to establish common rules for the development of community postal services and the improvement of quality of service. The Commission identified requirements for quality of service measurement that included the reliability of services and treatment of problems of loss, theft and damage.

CEN was asked to draw up standards related to the methodology for the measurement of quality of service of mail at reasonable cost for some mail types.

The objective of the measurement is to estimate the transit time quality of service given to the customer in each European country domestically and cross-border between the European countries.

This Technical Report refers to a number of principles and minimum requirements to be applied for the measurement of transit time of domestic and cross-border parcels using a track and trace system.

A number of standards are available for the measurement of transit time for postal services without the use of a track and trace system. EN 13850 is for use with priority single piece mail, EN 14508 with single-piece non-priority mail, and EN 14534 with bulk mail.

EN 14137 may be used to measure loss of parcels using a track and trace system.

# 1 Scope

This Technical Report specifies methods for measuring the transit time results of domestic and cross-border parcels, collected, processed and delivered by postal service providers. Transit time is the time elapsed between initial and final scan of the item. The initial scan may occur at varying points within the pipeline (e.g. point of posting, entry into the first sorting centre). Similarly the final scan may occur at e.g. exit from the last sorting centre, final delivery.

Therefore there are two different categories of transit time:

## 1. End-to-End

A true end-to-end transit time measure may only be possible for some items recorded in the track and trace system. End-to-end is defined as from the point parcels are placed into the collection/acceptance system under the responsibility of the postal operators, to the final delivery point under the responsibility of the postal operators. In many instances postal operators do not extend track and trace to the final delivery point.

These items may not cover the total parcel flow. Generally the results of this subset cannot be taken as representative of the total flow, but this subset may represent a particular sector, e.g. single parcels sent over a post-office counter to single receivers. The transit time results of purely this subset are of public concern.

## 2. Non End-to-End

If initial and/or final scans occur in the sorting centres for at least some parcels, it is possible to calculate the transit time between sorting centres, e.g. first-sorting-centre-to-last-sorting-centre. This can be done to calculate transit time results for all parcels in the total flow - this may be reasonable for internal purposes. The objective of the measurement to estimate the transit time quality of service given to the customer can only be achieved, if the time elapsed between posting and first scan and between delivery and last scan respectively can be estimated (eventually by the customer).

The overall transit time quality of service result is to be expressed as the percentage of parcels delivered within  $J + n$  days.

This quality of service indicator does not measure the postal operator's overall performance in a way that provides direct comparison of postal service operators, and does not include other service performance indicators than those related to transit time.

This Technical Report is applicable to those service providers which have a measurement system in place which

- records an initial scan for each item,
- records a final scan for each item and
- can, by comparing these records, calculate the transit time between initial and final scan.

Therefore for some items the transit time will be from e.g. entry into the first sorting centre to final delivery, whereas for other items the transit time will be from e.g. point of posting to exit from the last sorting centre.

If a global transit time result is required then all items included in the calculation needs to have been scanned at the two location points (e.g. entry into first sorting centre, exit from last sorting centre) within the pipeline.

This Technical Report may be used if appropriate to measure the transit time of other types of postal items for which such a measurement system is in operation.

This Technical Report specifies requirements for the design and operation of the measurement system and for other procedures to allow the transit time to be calculated.

This Technical Report does not specify the technical requirements of a track and trace system, except for purposes of measurement.

This Technical Report includes specifications for the quality control of the measurement system and for the reporting of transit time of parcels.

## **2 Normative references**

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 14137, *Postal services — Quality of service — Measurement of loss of registered mail and other types of postal service using a track and trace system*

## **3 Terms and definitions**

For the purposes of this document, the following terms and definitions apply.

### **3.1**

#### **characteristic**

property which helps to identify or differentiate between items of a given population

### **3.2**

#### **country**

territory of a nation with its own government

### **3.3**

#### **cross-border parcels**

parcels distributed from one country to another country

### **3.4**

#### **date of delivery**

date on which a postal item is delivered to the address or to the addressee

### **3.5**

#### **date of deposit (J)**

day on which a postal item is posted, provided posting takes place before the last collection of that day

NOTE 1 The term date of deposit is used in relation to quality of service measurement. The definition is based on the postal Directive 97/67/EC.

NOTE 2 Last collection refers to the advertised last time for collection (not the actual time).

### **3.6**

#### **delivery point**

physical location at which delivery of postal items by a postal operator takes place and where they leave the operator's responsibility

### **3.7**

#### **discriminant (characteristic)**

characteristic affecting the outcome

### **3.8**

#### **domestic parcels**

parcels sent and received within one country