

English Version

**Postal services - Method for measurement of parcel transit
time for cross-border parcels within the European Union
and EFTA using Tracking and Tracing**

Services Postaux - Méthode de mesure des délais de
traitement des colis transfrontaliers au sein de l'Union
européenne et de l'AELE par les procédés de suivi et de
localisation

Postalische Dienstleistungen - Anwendungsleitfaden
zur Messung der Päckchenlaufzeit bei Nutzung eines
Nachverfolgungssystems

This Technical Specification (CEN/TS) was approved by CEN on 11 January 2016 for provisional application.

The period of validity of this CEN/TS is limited initially to three years. After two years the members of CEN will be requested to submit their comments, particularly on the question whether the CEN/TS can be converted into a European Standard.

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European foreword

This document (CEN/TS 15472:2016) has been prepared by Technical Committee CEN/TC 331 “Postal services”, the secretariat of which is held by NEN.

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This document supersedes CEN/TR 15472:2006.

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

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to announce this Technical Specification: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Introduction

This Technical Specification followed a two-phased approach.

In Phase 1 the Technical Report CEN/TR 15472 standard was reviewed.

The CEN/TR 15472 specified methods for measuring the transit time results of domestic and cross-border parcels, collected, processed and delivered by postal service providers. This quality of service indicator does not measure the postal or logistic operator's overall performance in a way that provides direct comparison of postal or logistic service operators, and does not include other service performance indicators than those related to transit time.

If a global transit time result is required then all items included in the calculation needs to have been scanned at all the location points within the pipeline. Consequently the scope of CEN/TR 15472 is not useful anymore given that:

- reluctant implementation at national postal operators - only 4 countries implemented it in Europe;
- not fully adapted to the goals of the customers, operators and regulatory authorities: only a TR (not a TS or EN) content inadequate and no implementation guide.

On Friday, November 28th 2014, in Budapest, Hungary, at the 37th plenary meeting of CEN/TC 331 Postal Services, made a decision to change the scope to a method for measurement of parcel transit time for cross-border parcels within the European Union and other CEN member states using tracking and tracing for measurement of the parcel transit time. The following countries have committed active participation in its development: the Netherlands, Germany, Denmark, Finland and Austria.

This Technical Specification is Phase 2 of the project.

1 Scope

Method for measurement of parcel transit time for cross-border parcels is mainly from an e-merchant perspective, especially for small and medium-sized companies. Based on an earlier study, the method will be based on events of the track and trace process.

Events used need to be kept simple and transparent for the measurement of the complex matrix of the flows between European countries.

The last part of the process (delivery options) is dependent on the country and on its historical development of postal and logistic operators - this part of the logistics process is currently too complex for simple measurement. Therefore the Technical Specification (TS) will focus on the main part of the process: from entrance (hand over) in the logistics chain to the first attempt of delivery.

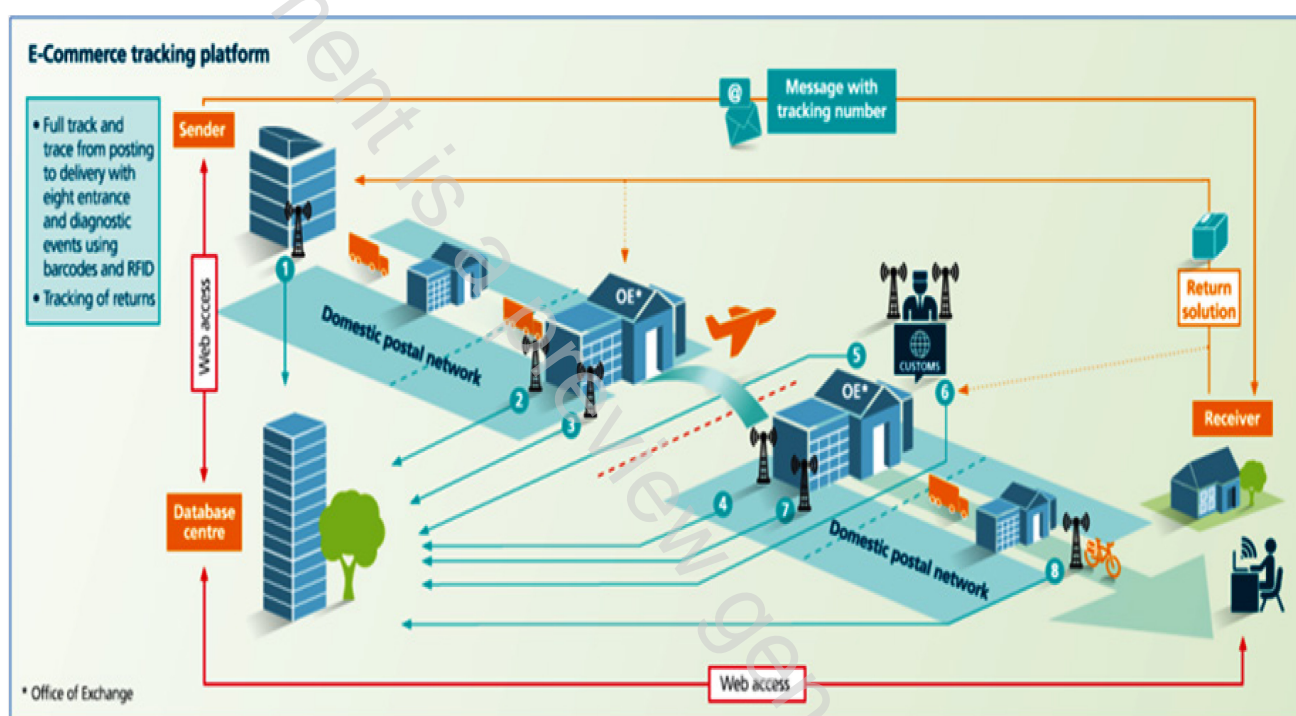


Figure 1 — E-Commerce tracking platform

The Technical Specification should:

- be technically and supplier neutral;
- not be limited to postal operators but open to all operators transporting parcels;
- take into account events relevant for the customer's (sender or receiver) needs;
- define calculation rules;
- be easy to implement.

This Technical Specification does not set quality of service standards or targets.