Quality reporting and monitoring tools and performance assessment of EMSC members in relation with ITMATT
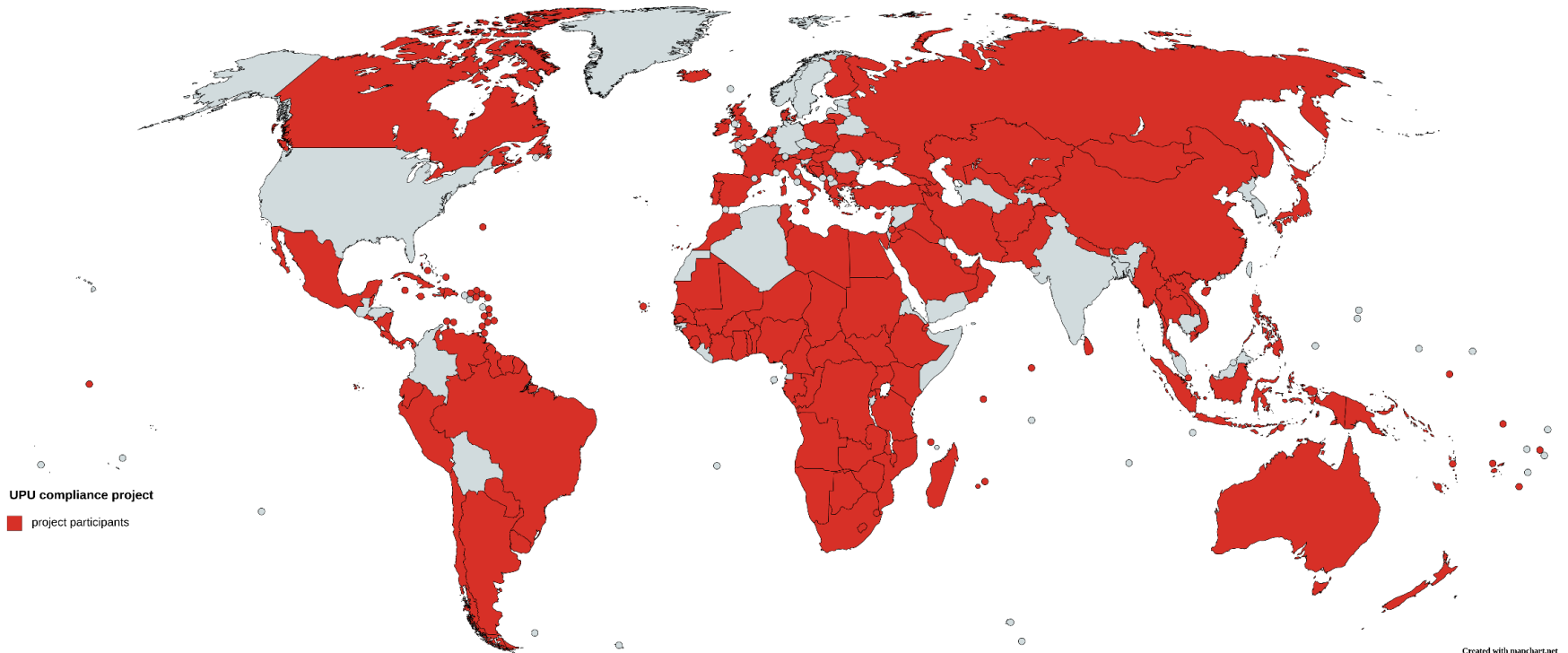
- UPU compliance with UPU Standards Project

- Project started in late 2017, under the auspices of the Quality of Service Group

- Objectives:

  o Implement central measurement of compliance with UPU standards

  o Help operators to improve their compliance:

    → first step: improve quality

    → and then make it possible to better rely on electronic information

- Method: central analysis of EDI messages, one-week sample of EDI messages analyzed every month

- Transversal approach: compliance issues may apply to all products (EMS, letters, parcels)

- Participants receive monthly reports and a dashboard highlighting issues and showing evolution over time. Living project: reports and compliance checks are regularly improved/enriched to match business priorities. The current focus is on EAD -> ITMATT.

- Participation is free for all

- Project participation:

  o 161 DOs

  o Six airlines (project extended to include airlines only recently)

- Project information available on the UPU website: www.upu.int/en/Postal-Solutions/Programmes-Services/Quality-of-service/Compliance-to-UPU-Standards

UPU compliance project

project participants

Created with mapchart.net

Compliance dashboard - February 2020

Operator: ████████████████████████

EDI indicators:

common features 100%	PREDES 92.59%	PRECON 100%	CARDIT 85.49%
EMSEVT 97.29%	RESDES 100%	RESCON 100%	ITMATT %

Other indicators:

own IMPC 100%	msg upgrade 99.23%	1st flight CARDIT 88.46%	unique dispatch ID %
partner IMPC 100%	msg completeness 88.48%	ongoing flight CARDIT 76.32%	EMSEVT unique events 99.84%

Details per mail class:

Mail class	EMSEVT	RESDES	PREDES	ITMATT	own IMPC	partner IMPC	EMSEVT unique events
C (parcels)	81.35	100	81.82		100	100	99.58
E (EMS)	99.49	100	100		100	100	96.58
U (letters)	99.12	100	100		100	100	99.99

- ITMATT compliance checks (details in next slide): compliance of messages sent

- New: similar report showing compliance of ITMATT messages received

- New: separate set of reports on postal address compliance (details in later slide)

- Other aspects of ITMATT exchanges:

  o Links to be upgraded (from ITMATT v1.2.1 to v1.5.0)

  o Links pending approval

  o Links with ITMATT in one direction only

  o Incorrect links (ITMATT sent to an address that does not accept it)

- Structure check: compliance with XML schema, empty fields that should be completed

- Invalid sender/recipient: invalid names or contact information (e.g. phone number '000', name 'UNKNOWN', '?', email address without '@')

- Invalid code value (codes from UPU code lists, etc.)

- Invalid amount/weight

- Invalid content description

ITMATT compliance - September 2020

Operator: ██████████████████

Sampling period: 21-27 Sep 2020

ITMATT repartition per product

	Parcels	EMS	untracked packets	Letter Post items with tracking
Percentage:	4%	0%	0%	96%
No. items:	357	0	0	8927

Overview of messages sent

EDI address	Total messages	Total items
●501	10613	9284

1. Summary of issues

EDI address	error	Description	counted in dashboard?	No. msg	% msg
●501	100	Message structure error	☑	1329	12.5%

sending address - product: ●501 - Parcels

	Description	counted in dashboard?	No. items	% items
102	Invalid sender address - premises	☑	1	0.3%
112	Invalid addressee address - premises	☑	8	2.2%
113	Invalid addressee address - repetitions	☐	8	2.2%
116	Invalid addressee locality code	☐	2	0.6%
119	Invalid dest. locality name	☑	10	2.8%

sending address - product: ●501 - Letter Post items with tracking

	Description	counted in dashboard?	No. items	% items
101	Invalid sender name	☑	4	0.0%
102	Invalid sender address - premises	☑	208	2.3%
103	Invalid sender address - repetitions	☐	2	0.0%
107	Orig. postcode expected but not provided	☑	1	0.0%
109	Invalid sender locality name	☑	3	0.0%
111	Invalid addressee name	☑	3	0.0%
112	Invalid addressee address - premises	☑	364	4.1%

2. Error details

2.1 structure errors (first 30 occurrences)

sending address: ⬤501

EDI dest	intref	error details
501	INTREF38019	The element 'locality' in namespace 'm33' has incomplete content. List of possible elements expected: 'name' in namespace 'm33'.
501	INTREF38340	The element 'locality' in namespace 'm33' has incomplete content. List of possible elements expected: 'name' in namespace 'm33'.
501	INTREF38348	The element 'locality' in namespace 'm33' has incomplete content. List of possible elements expected: 'name' in namespace 'm33'.
501	INTREF38362	The element 'locality' in namespace 'm33' has incomplete content. List of possible elements expected: 'name' in namespace 'm33'.
501	INTREF38368	The element 'locality' in namespace 'm33' has incomplete content. List of possible elements expected: 'name' in namespace 'm33'.
501	INTREF38405	The element 'locality' in namespace 'm33' has incomplete content. List of possible elements expected: 'name' in namespace 'm33'.

2.2 other errors (first 10 occurrences per type)

sending address - product: ⬤501 - Parcels

Issue: 102 - Invalid sender address - premises   counted in dashboard: yes

EDI dest	intref	mesref	Line / error details
UA501	INTREF41688		/ / /

Issue: 112 - Invalid addressee address - premises   counted in dashboard: yes

EDI dest	intref	mesref	Line / error details
RU501	INTREF39279		??. ??????????, ??? 21?2, ???????? 332 / / /
BY501	INTREF42007		??. ?????????????, 8 - 266 / / /
UA501	INTREF41688		Newton bungalow Locker / / /
RU501	INTREF44240		????????, ?. 10, ?. 2, ??. 56 / / /
RU501	INTREF44241		??. ????????, ?. 10, ?. 2, ??. 56 / / /
RU501	INTREF46438		??. ????????, ?. 10, ?. 2, ??. 56 / / /
RU501	INTREF46439		?????????? 1 ???, ?. 35, ??. 66 / / /

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- Based on the UPU Universal POST*CODE DataBase and associated APIs: a database containing the address structure, postcodes and other address elements for 192 countries

- Checks performed for both sender and recipient addresses, reported separately

- Three reports with a different focus:

  o ITMATT sent, sender postal address compliance

  o ITMATT sent, recipient postal address compliance

  o ITMATT received, sender postal address compliance

Address element	Check performed
Locality (i.e. city)	Is the locality name valid (i.e. does it exist)?
Postcode	Is a postcode expected in this country?
	Is the postcode format valid?
	Is the postcode valid?
	Do the postcode and locality name match?
Region	Is a region expected in this country?
	Is the region valid (i.e. does it exist)?
	Do the region and locality name match?

ITMATT sent - sender postal address compliance - November 2020

Sampling period: **16-22 Nov 2020**

Operator: ████████████

1. Overview

orig EDI	country	product	# items	locality	postcode				region		
				valid	present	format OK	valid	locality match	present	valid	locality match
██501	██	Parcels	296	98.0	100.0	100.0	100.0	98.0			
		EMS	300	97.3	100.0	100.0	93.3	90.7			
		letter post w. tracking	11	100.0	100.0	100.0	100.0	100.0			
		untracked packets	43	34.9	100.0	100.0	100.0	34.9			

2. Details

Issue:	**Invalid locality**

Product:	**Parcels**

orig EDI	country	item ID	dest EDI	locality	postcode	region	premises
██501	██	CP801424263██	██501	████████████	██████		████████████████
		CC801423342██	██501	████████████	██████		████████████████
		CC801419113██	██501	████████████	██████		████████████████

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Thank you!

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Standards, Certification and Compliance Expert

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