



**UPU** UNIVERSAL  
POSTAL  
UNION

# **Training workshop on EMS performance reports**

## **3. EMS standards 2017**

30 May – 1 June 2017, Berne

UPU.DOP.EMS



## Background

UPU Congress resolution charges the EMS Cooperative, under the POC: "with maintaining, within the framework of the UPU strategy, its responsibilities for all operational, commercial, technical and economic matters concerning EMS, having authority to make and amend EMS recommendations and establish EMS standards in all these areas, taking into account directives from the UPU bodies. "



## Objectives

- The EMS standards describe the standards expected for the EMS product
- They set the basis for the EMS Audit and Measurement Programme, including the measurement process and how the measurement is conducted by the third-party auditor
- Most of the standards described are included in the EMS Report Cards, provided quarterly and annually to all EMS Cooperative members



**UPU** UNIVERSAL  
POSTAL  
UNION

- Standard 1 – Export, transportation and delivery performance
- Standard 2 – Quality of tracking data
- Standard 3 – Call centre performance
- Standard 4 – Provision of Written Proof of Delivery (WPOD)
- Standard 5 – Item identifier and barcode
- Standard 6 – Receptacle identifier and barcode
- Standard 7 – EMS logo
- Standard 8 – EMS Operational Guide
- Standard 9 – Implementation of the EMS Pay-for-performance Plan
- Standard 10 – Customs information for EMS items



## **Standard 1 – Export, transportation and delivery performance**

### **A. Export (leg 1)**

Postal operators shall export EMS items in accordance with their EMS export standards validated by the EMS Unit

Measurement is only possible if tracking data are regularly transmitted, in accordance with standard 2. EMA and EMB shall be transmitted to allow the validation of the export standards and the appropriate measurement

EMS Operators shall take all necessary measures to ensure that EMS items are dispatched from the outward office of exchange on the earliest possible transportation



## **Standard 1 – Export, transportation and delivery performance**

### **B. Transport (leg 2)**

EMS operators shall ensure that the time between the export of EMS items (EMC event) and arrival at the destination (EMD event) is in accordance with the EMS transport standards



## Annex 1 – Intercontinental transport standards

	Africa	Asia	Caribbean & Central America	Europe	North America	Pacific	South America
Africa	48	96	96	72	72	96	96
Asia	96	48	72	48	48	48	96
Caribbean & Central America	96	72	48	72	48	96	48
Europe	72	48	72	48	48	96	96
North America	72	48	48	48	48	72	72
Pacific	96	48	96	96	72	48	96
South America	96	96	48	96	72	96	48



## **Standard 1 – Export, transportation and delivery performance**

### **C. Delivery performance (leg 3)**

EMS operators shall deliver inward EMS items in accordance with their EMS delivery standards published in the EMS Operational Guide

Measurement is only possible if tracking data are regularly transmitted, in accordance with standard 2



## Standard 1 – Export, transportation and delivery performance

### D. End-to-end performance (E2E)

EMS operators shall ensure that EMS items are processed throughout the operational pipeline in accordance with the **end-to-end standards validated by the EMS Unit**. EMS Operators shall take all necessary measures to ensure that their EMS end-to-end standards are up to date and competitive and the EMS items are processed in the fastest possible way throughout the pipeline.



## On-time delivery performance

### On-time delivery (leg 3)

Measurement is only possible if tracking data are regularly transmitted, in accordance with standard 2

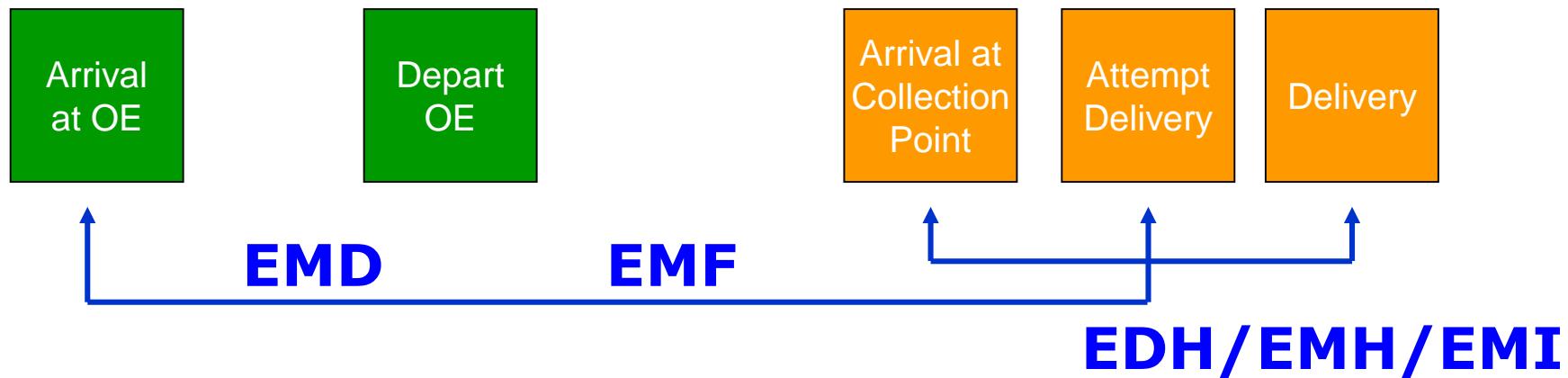
For performance measurement purposes, delivery standards can be:

- Measurable /Validated
- Default



## Methodology

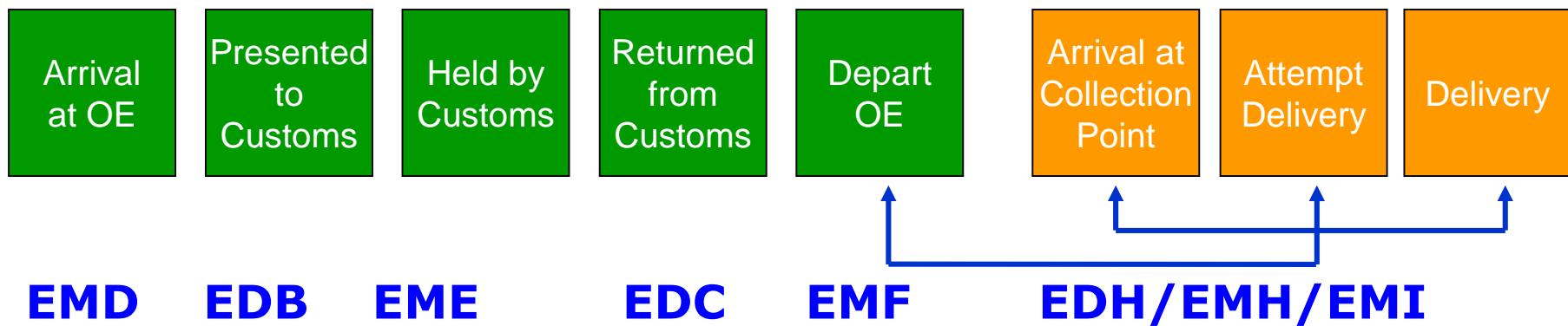
### Document (no customs involvement)





## Methodology

### Customs clearance at OE



→ **EMD, EDB, EME, EDC, and EMF must all be present and in chronological order**



## **Standard 2 – Quality of tracking data**

EMS operators shall use UPU standard M 40-EMSEVT V3, to transmit data on the following events to the network for all EMS items and provide a copy of the data transmitted to the monitoring organization

The minimum set of events to be provided is EMA, EMB, EMC, EMD, EDB, EME, EDC, EMF, EMH and EMI events, which shall be provided in the EMSEVT v3.0 format



## Standard 2 – Quality of tracking data

Event code	Event description
EMA	Posting/collection
EMB	Arrival at outward office of exchange
EMC	Departure from outward office of exchange
EMD	Arrival at inward office of exchange
EDB	Item presented to import customs
EME	Held by import customs
EDC	Item returned from customs (import)
EMF	Departure from inward office of exchange
EMH	Unsuccessful (physical) delivery
EMI	Final delivery



**UPU** UNIVERSAL  
POSTAL  
UNION

## **Standard 2 – Quality of tracking data**

Full track and trace

Provision of EMA, EMB, EMC, EMD, EDB, EME, EDC, EMF, EMH and EMI events in the EMSEVT v3.0 format as well as PREDES and RESDES messages



## Standard 2 – Quality of tracking data

EXD, EXX, EDA, EDF, EDX and EMH events should include appropriate **reason codes**, used in accordance with the allowed combinations published in the IT Guide to the UPU Standard M 40-EMSEVT v3.0 for the EMS Cooperative. All tracking events should contain the **mandatory elements (M)**, as well as the conditionally mandatory elements (MC), and where possible the highly recommended (R) as published in the aforementioned IT Guide.



## **Standard 2 – Quality of tracking data**

UPU standard M 40–EMSEVT v3.0

EMS operators shall also transmit to the network, information within the event data that allows identification of the delivery zones, where appropriate, for measurement against validated delivery standards

Postcodes

Action and reason codes

Data elements of events

Separate presentation



## Standard 2 – Quality of tracking data

On-time transmission

Comparisons between actual date and time of event and date and time of transmission of event data are expressed as a percentage of messages transmitted **within 12 hours** of the event having taken place

This is referred to as “On-time transmission”



## **Standard 2 – Quality of tracking data**

EMS operators shall transmit to the network, for each outward EMS dispatch a PREDES message

EMS operators shall transmit to the network, for each EMS dispatch received and in response to each PREDES message received, a RESDES message



## **Standard 2 – Quality of tracking data**

### **PREDES/RESDES**

- Planning and tracking
- Confirmation of receipt
- Identification of irregularities
- Improved routing and operations performance
- Enhanced accounting
- Better reporting
- Volume and weight analysis



## **Standard 2 – Quality of tracking data**

EMS operators shall transmit to the network, for each EMS consignment, a **PRECON** message (Outward) and **RESCON** message (Inward)

EMS operators shall transmit to the network, for each EMS consignment handed over to the carrier, a **CARDIT** message and receive a **RESGIT** message from the carrier, for each EMS consignment received

UPU Standards



## Standard 3 – Call centre performance

Each EMS operator shall submit two telephone numbers for publication in the EMS Operational Guide: one for EMS inquiries for other EMS operators and the other for EMS customers. Calls to these numbers shall be answered within 20 seconds

Each EMS operator shall submit an e-mail address for EMS inquiries for publication in the EMS Operational Guide that shall be operational 24 hours a day, seven days a week



3.3

**—Call Centres—**

3.3.1 Call Centre to operators

**Name**

Address and street no.  
City and Post code  
Telephone  
Fax  
E-mail  
Website  
Hours/days of Operation (local time)

Languages

**China Post EMS International Inquiry  
Center**

**Beijing**  
+8610 6783 7023  
+8610 6783 7005  
[customerservice@ems.com.cn](mailto:customerservice@ems.com.cn)  
[www.ems.com.cn](http://www.ems.com.cn)  
**Mon** 9:00-17:00  
**Tue** 9:00-17:00  
**Wed** 9:00-17:00  
**Thu** 9:00-17:00  
**Fri** 9:00-17:00  
**Sat** (Closed)-  
**Sun** (Closed)-  
GMT +8  
**English**

3.3.2 Call Centre to customers

**Name**

Address and street no.  
City and Post code  
Telephone  
Fax  
E-mail  
Website  
Hours/days of Operation (local time)

Comments  
Languages

**Customer Service Hotline**

**Nationwide**  
+86 10 11183  
[www.11183.com.cn](http://www.11183.com.cn)  
**Mon** 08:00-22:00  
**Tue** 08:00-22:00  
**Wed** 08:00-22:00  
**Thu** 08:00-22:00  
**Fri** 08:00-22:00  
**Sat** 08:00-22:00  
**Sun** 08:00-22:00  
GMT +8  
**English**



## **Standard 3 – Call centre performance**

Measurement:

**a) Telephone:**

- Phone calls answered within 20 seconds
- Phone calls answered between 20 seconds and one minute
- Phone busy
- Phone not answered

**b) E-mail:**

- Accessibility by e-mail 24 hours a day
- Response by e-mail within 24 hours



## **Standard 3 – Call centre performance**

Each EMS operator shall use the Rugby – Global CSS system to make and reply to inquiries from other EMS operators. The communications must be in a language understandable to both partners, and meet needs in order to provide a quality service



## Standard 3 – Call centre performance (Rugby)

Type of request	Reply time level 1 (working days*)	Reply time level 2 (working days*)
Update/confirmation item status	1	3
Written proof of delivery	2	2
Disputed delivery	–	5
Request for change	3	5
Damaged/missing contents	3	5
Missent/redirected/transit	3	5
Customs investigation	3	5
Explanation delay	5	–
Unexplained return of item	5	–
COD amount not received	5	5

\* Working days are considered as eight consecutive working hours.



## Standard 3 – Call centre performance (Rugby)

The performance indicators, standards and partner to be measured are summarized below:

Duration	Standard	Partner
<b>Inquiry resolution after the first level</b>	70% of the inquiries	Replying and requesting
<b>Workflow resolution</b>	90% of the workflows	Replying and requesting
<b>Workflow reactivation</b>	10% of the workflows	Replying and requesting
<b>Workflow duration</b>	15 working days	Replying and requesting

Timeliness	Standard	Partner
<b>Time to open requests received</b>	Three working hours	Replying
<b>Time to open replies received</b>	Three working hours	Requesting
<b>On-time reply</b>	98% of the inquiries	Replying
<b>Outstanding inquiries</b>	0% of inquiries	Replying



## **Standard 3 – Call centre performance (Rugby)**

Measurement of the customer service response quality indicator is calculated according to the following formula:

<b>Score based on replying partner</b>	<b>Weight</b>
<b>On-time reply</b>	50%
<b>Inquiry resolution rate after first level of reply</b>	25%
<b>Workflow resolution within 15 working days</b>	25%
<b>Customer service response quality</b>	100%



## **Standard 4 – Provision of Written Proof of Delivery (WPOD)**

EMS operators shall respond to requests for confirmation of delivery by fax or e-mail within 24 hours of receipt of the request; and for WPOD, involving a copy of the delivery sheet and/or signature, within 24 working hours



**UPU** UNIVERSAL  
POSTAL  
UNION

## **Standard 5 – Item identifier and barcode**

EMS operators shall affix only one UPU standard S10 item identifier and barcode on all outward EMS items



## **Standard 6 – Receptacle identifier and barcode**

EMS operators shall affix on all receptacles containing EMS items, a receptacle label in accordance with standard S47 of the UPU Technical Standards. The barcode representation of the S9 receptacle identifier is embedded in the S47 label



## **Standard 7 – EMS logo**

EMS operators shall affix, on all outward EMS items, the EMS logo in accordance with the specifications in the EMS Procedures (EMS Logo)

EMS operators shall provide an electronic sample of the logo they use for the EMS product to the EMS Unit for publication on the EMS Cooperative website



UPU UNIVERSAL  
POSTAL  
UNION



[www.ems.post](http://www.ems.post)

© UPU 2017 – All rights reserved



## **Standard 8 – EMS Operational Guide**

Each EMS operator shall submit online to the EMS Unit, on a quarterly basis, its entry in the EMS Operational Guide, and shall ensure that it is kept up-to-date. This shall include its EMS delivery standards from arrival of the item at the airport of destination to attempted or final delivery (see attached explanatory notes) and call centre details for customers, accessible domestically and internationally



## **Standard 9 – Implementation of the EMS Pay-for-performance Plan**

EMS operators with validated delivery standards and which are members of the EMS Cooperative shall implement the EMS Pay-for-performance Plan for at least 50% of their inbound traffic or sign the Pay-for-Performance multilateral agreement



## **Standard 10 – Customs information for EMS items**

EMS operators shall ensure that all outward EMS items are accompanied by fully completed customs documentation (i.e. a CN 22, CN 23 or CP 72 form), in accordance with the specifications in the EMS Procedures (Customs)

EMS Operators shall exchange M 33-ITMATT v1.0 messages with partners when requested by the destination customs or post

## Measurements

Each standard has an associated measurement:

- EDI based reports
- Rugby-GlobalCSS (Rugby reports)
- Questionnaires, data collection (WPOD, PFP, Operational Guide)
- Customs sampling



**UPU** UNIVERSAL  
POSTAL  
UNION

## **Standards and Measurements team of the EMS Unit**

**Julia Bazukina**

**Heather MacAskill**

**Zoran Sevanovic**

**Vanessa Lazo**



UPU UNIVERSAL  
POSTAL  
UNION

# Thank you ....

