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IRISH STANDARD

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**POSTAL SERVICES - MAIL AGGREGATES -
CREATION, PROCESSING AND TRACKING**

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Postal services - Mail aggregates - Creation, processing and tracking

Postalische Dienstleistungen - Sammelsendungen -
Verarbeitung und Nachverfolgung

This Technical Specification (CEN/TS) was approved by CEN on 4 October 2004 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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Foreword

This document (CEN/TS 14441:2005) has been prepared by Technical Committee CEN/TC 331 "Postal Services", the secretariat of which is held by NEN, in collaboration with the UPU.

NOTE This document has been prepared by experts coming from CEN/TC 331 and the UPU, under the framework of the Memorandum of Understanding between UPU and CEN.

This document (CEN/TS 14441:2005) complements CEN/TS 14631:2004 and UPU¹⁾ standards M34a and S37. It may be amended only after prior consultation, between CEN/TC 331 and the UPU Standards Board²⁾, in accordance with the Memorandum of Understanding between CEN and the UPU.

The UPU's contribution to the document was made, by the UPU Standards Board and its sub-groups, in accordance with the rules given in Part V of the "General information on UPU standards" (<http://www.upu.int/standards/en/index.html>).

This document represents the second version of the Technical Specification; it supersedes and replaces the first version (CEN/TS 14441:2003) which should no longer be used. The revision was developed to improve alignment with UPU standards developed since the work on the original version was completed. To achieve consistency with UPU standards, the text has been largely restructured and redrafted.

Annex A is informative.

This document includes a Bibliography.

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

1) The Universal Postal Union (UPU) is the specialized institution of the United Nations that regulates the universal postal service. The postal services of its 189 member countries form the largest physical distribution network in the world. Some 5 million postal employees working in over 660 000 post offices all over the world handle an annual total of 425 billion letter-post items in the domestic service and almost 6,7 billion in the international service. Some 4,5 billion parcels are sent by post annually. Keeping pace with the changing communications market, posts are increasingly using new communication and information technologies to move beyond what is traditionally regarded as their core postal business. They are meeting higher customer expectations with an expanded range of products and value-added services.

2) The UPU's Standards Board develops and maintains a growing number of standards to improve the exchange of postal-related information between posts, and promotes the compatibility of UPU and international postal initiatives. It works closely with posts, customers, suppliers and other partners, including various international organizations. The Standards Board ensures that coherent standards are developed in areas such as electronic data interchange (EDI), mail encoding, postal forms and meters. UPU standards are published in accordance with the rules given in Part VII of the General information on UPU standards, which can be freely downloaded from the UPU world-wide web site (www.upu.int).

CEN/TS 14441:2005 (E)**Introduction**

Postal service customers³⁾ increasingly require not only the secure, timely delivery of their mail, but to also have information about its processing and control over the time and place of its delivery. Such requirements apply to both domestic or international mail and regardless of how many postal handling organisations are involved in servicing it. The table below lists key customer expectations and suggests how these might be satisfied.

Table 1 — Customer expectations and how they might be met

Customer Expectation	How it might be met
High, improving, quality of service (speed of delivery)	Identification of bottlenecks and procedures that lead to unnecessary delays; modification of processes to eliminate or alleviate these; real-time process monitoring and remedial action
Reliable, consistent service	Better process management; integrated processing and information exchange between postal handling organisations
Low cost	Creation of modules of deliverable mail at the mail finishing stage; improvement of work load planning through pre-advice of mail induction; avoidance of repeated processing
Tracking of mail	Unique identification of mail items, combined with the collection and correlation of information on the timing of critical events during each item's passage through the mail handling system
Personalised service measurement	Statistical analysis of tracking information (see above) relating to identified batches of mail / mail sent by or to individual customers
Notification of failures or delays	Monitoring of tracking information (see above) to detect abnormal events and delays; reporting of these to the customers concerned
Control over delivery time & place	Introduction of new time certain and controlled time services; support for advance notification of delivery, linked to provision of dynamic forwarding services
High, improving quality of service (damage avoidance)	Reduction in the number of processing steps and of packaging and repackaging operations
Confident use of third party service providers	Monitoring of down-stream access and inter service provider handovers
Individually tailored services	Support adaptability through the adoption of common, well defined processes
Improved in-company handling	The use of standard identifiers could facilitate improved handling and direction of mail once it arrives at the addressee's premises

Most of these expectations can be met only if individual mail items are tracked, through the mail processing pipeline, by collecting, processing, correlating and statistically analysing information on the timing of critical events during each item's passage through the mail handling system. This requires that individual items carry a unique identifier or, for batch-related services, an identifier of the mail batch to which they belong.

Though a number of systems for the tracking and tracing of individual mail items already exist, these apply, at least internationally, only to special service products such as express, insured and recorded delivery and registered mail.

3) Note that mail recipients, as well as mailers, are considered to be customers of the postal service. Both are interested in the quality of service provided.

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