



BSI Standards Publication

Postal services – Transit time measurement for cross border postal items using real mail feasibility study

National foreword

This Published Document is the UK implementation of CEN/TR 17386:2019.

The UK participation in its preparation was entrusted to Technical Committee SVS/4, Postal services.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

© The British Standards Institution 2019
Published by BSI Standards Limited 2019

ISBN 978 0 539 04379 2

ICS 03.240

Compliance with a British Standard cannot confer immunity from legal obligations.

This Published Document was published under the authority of the Standards Policy and Strategy Committee on 30 September 2019.

Amendments/corrigenda issued since publication

Date	Text affected
------	---------------

TECHNICAL REPORT

CEN/TR 17386

RAPPORT TECHNIQUE

TECHNISCHER BERICHT

September 2019

ICS 03.240

English Version

Postal services - Transit time measurement for cross border postal items using real mail feasibility study

Services postaux - Mesure du délai d'acheminement du courrier transfrontière à partir des flux réels - Rapport de faisabilité

Postalische Dienstleistungen - Messung der Durchlaufzeit von grenzüberschreitenden Postsendungen unter Nutzung von echten Sendungsdaten

This Technical Report was approved by CEN on 21 July 2019. It has been drawn up by the Technical Committee CEN/TC 331.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

Contents	Page
European foreword	3
Introduction	4
1 Scope.....	5
2 Normative references.....	5
3 Terms and definitions.....	5
4 Symbols and abbreviations	6
5 Existing QoS measurement system.....	6
6 Operational measurement	7
7 Objective of the study.....	8
7.1 Objective	8
7.2 Research questions	8
7.3 Summary of the purpose of the feasibility study.....	9
8 Existing and proven technology	9
8.1 Image quality.....	9
8.2 Image analysis.....	10
8.3 Image matching	10
8.4 Volume of data associated to image analysis and matching function.....	11
8.5 Proven technology.....	11
9 Key points in the results of the survey	12
9.1 Overall remarks.....	12
9.2 Key points in question 1	12
9.3 Key points in question 5.1	12
9.4 Key points in question 12	12
9.5 Key points in question 14	13
9.6 Key points in question 30	13
10 Answers to the research questions 1 to 4	13
10.1 Answers to research question 1	13
10.2 Answers to research question 2	14
10.3 Answers to research questions 3 and 4	14
11 Decision of CEN/TC 331 Postal services regarding the feasibility study	15
Annex A (informative) Questionnaire sent to 32 EU postal organizations	16
Annex B (informative) Results of the survey filled out by 18 Eu postal organizations	21

European foreword

This document (CEN/TR 17386:2019) 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 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

Under the current Standardization Request M/548, CEN and CEN/TC 331 Postal services identified a need for a feasibility study to use real mail processing in the measurement of the quality performance. This feasibility study has been carried out, researching the costs versus the benefits of a method for transit time measurement for cross border postal items using real mail.

Based on this study, it became clear that the time and resources needed to develop such a method are too extensive to justify it. Therefore, the members of CEN/TC 331 Postal services have decided that this method is not feasible and that the method will not be developed within the current Standardization Request M/548.

1 Scope

The scope of this document is a feasibility study that was carried out to explore the use of real mail data in measurement of the transit time of end-to-end services for single piece cross-border priority mail. In this document a description is given of the context, the way this study was carried out, the results of the study and the advice given to CEN/TC 331 Postal services and, finally, CEN and the European Commission.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements 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 13850:2012, *Postal Services - Quality of Services - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail*

3 Terms and definitions

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

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <https://www.iso.org/obp>

3.1

International Postal Corporation

IPC

cooperative association of postal operators in Asia Pacific, Europe and North America

3.2

Office of Exchange

OE

postal facility which handles the foreign mail departing to and/or arriving from another country

3.3

PostEurop

trade association that represents European public postal operators

3.4

Research question

RQ

investigations carried out as part of the feasibility study

3.5

Sequencing sort

sorting of the mail pieces in the order of the postman delivery

3.6

Test Letters

TL

tracked and traced letter with which the cross-border time is measured between OE's