

## IPC publishes the UNEX™ CEN module results for 2019

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The IPC UNEX™ 2019 CEN module results unveiled today show that over 50% of international priority and first-class letter mail within Europe was delivered within two days of posting, 77.5% within three days and 93.9% within five days. Average delivery time was 2.9 days. These results cover a total of 32 countries: the 28 EU Member States together with Iceland, Norway, Serbia and Switzerland.

The UNEX™ results published today are from the UNEX™ CEN measurement, which is conducted independently by the external research firm Quotas in Hamburg, Germany. An external audit by Mieloo & Alexander (based in Hoofddorp, the Netherlands) has proven this module to be compliant with the CEN EN 13850:2012 standard for measurement of the transit time of end-to-end postal services for single piece priority mail and first-class mail.

The results for 2019 from the UNEX™ CEN module are based on a total of 80,000 test letters sent and received by 900 volunteers spread within 32 countries, participating in the measurement. Overall, 816 country-to-country flows were measured. The IPC's UNEX™ mail monitoring system measures quality of service performance for end-to-end cross-border priority letter mail. The measured transit times cover the whole process from posting in the origin country to delivery to the final addressee in the destination country, including the time for collection, sorting and transportation. These test letters are representative of real mail in terms of mail formats, induction and franking methods, delivery methods and geographical spread within each of the measured European countries. About half of the test letters contained Radio Frequency Identification (RFID) tags, which are recorded by the RFID readers as it passes through the

postal facilities.

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### **About International Post Corporation**

International Post Corporation (IPC) is the leading service provider of the global postal industry that provides leadership by driving service quality, interoperability and business-critical intelligence to support posts in defending existing business and expanding into new growth areas. It is a cooperative association of 25 member postal operators in Asia Pacific, Europe and North America. IPC's solutions and services are used by over 180 posts worldwide. Since 1989 IPC has set standards for upgrading quality and service performance and developed technological solutions that help members enhance service for international letters, packets and parcels. IPC engages in industry research, creates business-critical intelligence, provides a range of platforms and programmes for member post CEOs and senior management to exchange best practices and discuss strategy. IPC also manages the system for incentive-based payments between postal operators.

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The UNEX™ results 2019 brochure is

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