



SLOVENSKI STANDARD SIST EN 14137:2004

01-januar-2004

Poštne storitve - Kakovost storitev - Merjenje izgube priporočenih pošilk in drugih vrst poštne storitve, pri katerih se uporablja sledilni sistem "track and trace"

Postal services - Quality of service - Measurement of loss of registered mail and other types of postal service using a track and trace system

Postalische Dienstleistungen - Dienstqualität - Messung des Verlusts registrierter Sendungen und anderer Postdienste mit Hilfe eines "track and trace" -Systems

Services postaux - Qualité du service - Mesure de la perte du courrier recommandé et d'autres types de services postaux par un système de suivi

<https://standards.iteh.ai/catalog/standards/sist/d41aba60-1f02-480d-a267-dbc5ecceb03b/sist-en-14137-2004>

Ta slovenski standard je istoveten z: **EN 14137:2003**

ICS:

03.240 Poštne storitve Postal services

SIST EN 14137:2004 **en**

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[SIST EN 14137:2004](#)

<https://standards.iteh.ai/catalog/standards/sist/d41aba60-1f02-480d-a267-dbc5eccc03b/sist-en-14137-2004>

EUROPEAN STANDARD

EN 14137

NORME EUROPÉENNE

EUROPÄISCHE NORM

September 2003

ICS 03.240

English version

Postal services - Quality of service - Measurement of loss of registered mail and other types of postal service using a track and trace system

Services postaux - Qualité du service - Mesure de la perte du courrier recommandé et d'autres types de services postaux par un système de traçabilité et de repérage

Postalische Dienstleistungen - Dienstqualität - Messung des Verlusts registrierter Sendungen und anderer Postdienste mit Hilfe eines "track and trace" -Systems

This European Standard was approved by CEN on 12 June 2003.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Luxembourg, Malta, Netherlands, Norway, Portugal, Slovakia, Spain, Sweden, Switzerland and United Kingdom.

<https://standards.iteh.ai/catalog/standards/sist/d41aba60-1f02-480d-a267-dbc5eccc03b/sist-en-14137-2004>



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

Management Centre: rue de Stassart, 36 B-1050 Brussels

Contents

	Page
Foreword.....	3
Introduction	4
1 Scope.....	5
2 Normative references.....	6
3 Terms and definitions	7
4 Measurement.....	9
4.1 General.....	9
4.2 Minimum period before an item is considered to be lost or substantially delayed.....	9
4.3 Calculation of number of lost or substantially delayed items.....	10
4.4 Information to be recorded for domestic mail.....	11
4.5 Information to be recorded for cross-border mail.....	11
5 Methodology	14
5.1 Monitoring system	14
5.2 Items not reported as delivered.....	14
5.3 Items incorrectly recorded as delivered	15
5.4 Items not recorded on the monitoring system.....	16
5.5 Accuracy requirements	16
6 Reporting.....	17
6.1 General.....	17
6.2 Domestic mail.....	17
6.3 Cross-border mail.....	17
7 Quality control	19
Annex A (normative) Calculation of accuracy.....	20
A.1 Calculation of loss rate	20
A.2 Accuracy of the loss rate	21
A.3 Estimation of accuracy	21
Annex B (informative) Calculation of loss of registered mail.....	23
Bibliography.....	25

Foreword

This document (EN 14137:2003) has been prepared by Technical Committee CEN/TC 331, "Postal services", the secretariat of which is held by NEN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by March 2004, and conflicting national standards shall be withdrawn at the latest by March 2004.

This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association.

Annex A is normative. Annex B 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 implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Luxembourg, Malta, Netherlands, Norway, Portugal, Slovakia, Spain, Sweden, Switzerland and the United Kingdom.

iTeh STANDARD PREVIEW (standards.iteh.ai)

[SIST EN 14137:2004](https://standards.iteh.ai/catalog/standards/sist/d41aba60-1f02-480d-a267-dbc5eccc03b/sist-en-14137-2004)

<https://standards.iteh.ai/catalog/standards/sist/d41aba60-1f02-480d-a267-dbc5eccc03b/sist-en-14137-2004>

EN 14137:2003 (E)**Introduction**

In the Green paper on postal services [1992] the European Commission emphasised the need to establish common rules for the development of community postal services and the improvement of quality of service. The Commission identified requirements for quality of service measurement that included the reliability of services and treatment of problems of loss, theft and damage.

CEN was asked to draw up standards related to the methodology for the measurement of loss of mail at reasonable cost for some mail types within the universal service.

This standard refers to a number of principles and minimum requirements to be applied for the measurement of the level of loss of domestic and cross-border registered letter mail.

iTeh STANDARD PREVIEW (standards.iteh.ai)

[SIST EN 14137:2004](#)

<https://standards.iteh.ai/catalog/standards/sist/d41aba60-1f02-480d-a267-dbc5eccc03b/sist-en-14137-2004>

1 Scope

This European Standard specifies methods for measuring the level of loss and substantial delay of domestic and cross-border registered letter mail, collected, processed and delivered by postal service providers. The resulting overall figure for loss and substantial delay is expressed as a percentage of the total posted registered mail collected or received by the postal service providers.

This European Standard is applicable only to those service providers which have a measurement system in place which

- records each item as it is posted,
- records each item as it is delivered,
- can, by comparing these records, count the number of items which have been posted and not delivered.

This European Standard can be used if appropriate to measure the level of loss of other types of postal items for which such a measurement system is in operation.

This European Standard specifies requirements for the design and operation of the measurement system and for other procedures to allow the level of loss to be calculated.

This European Standard does not specify technical requirements for the design and operation of a registered letter service, except for purposes of measurement. It does not deal with the technical requirements of a track and trace system.

This European Standard includes specifications for the quality control of the measurement system and for the reporting of loss of mail.

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[SIST EN 14137:2004](https://standards.iteh.ai/catalog/standards/sist/d41aba60-1f02-480d-a267-dbc5eccc03b/sist-en-14137-2004)

<https://standards.iteh.ai/catalog/standards/sist/d41aba60-1f02-480d-a267-dbc5eccc03b/sist-en-14137-2004>

EN 14137:2003 (E)**2 Normative references**

This European Standard incorporates by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text, and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies (including amendments).

EN 13850	2002	<i>Postal services – Quality of service – Measurement of the transit time of end-to-end services for single piece priority mail and first class mail.</i>
EN 14012		<i>Postal services – Quality of service – Measurements of complaints and redress procedures.</i>
ISO 19011		<i>Guidelines for quality and/or environmental management systems auditing.</i>
UPU S2 ¹		<i>Barcode Symbology for Postal Items.</i>

iTeh STANDARD PREVIEW **(standards.iteh.ai)**

[SIST EN 14137:2004](https://standards.iteh.ai/catalog/standards/sist/d41aba60-1f02-480d-a267-dbc5eccc03b/sist-en-14137-2004)

<https://standards.iteh.ai/catalog/standards/sist/d41aba60-1f02-480d-a267-dbc5eccc03b/sist-en-14137-2004>

¹ UPU documents are available from the Universal Postal Union International Bureau:

Case Postale 13, CH 3000 Berne 15, Switzerland
Tel: +41.31.350.3111; Fax: +41.31.350.3110;
URL: <http://www.upu.int>

3 Terms and definitions

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

3.1

complainant

any natural or legal person who makes a complaint [EN 14012]

3.2

complaint

communication from a complainant about something that does not meet his or her expectations about the postal service or the "Customer Charter" [EN 14012]

NOTE 1 In relation with complaints, the expression "postal service" includes claimed or proposed service levels, specific requirements of the postal service, service regulations, and delivery conditions.

NOTE 2 Suggestions, communications, service enquiries, and requests for information are not considered as complaints.

NOTE 3 A "Customer Charter" is a statement published by the service provider containing commitments to customers or users.

3.3

item arriving late

postal item delivered to the recipient in a time longer than the service provider's promised service standard but within a specified period of time

NOTE The specified period is defined in 4.2 of this European Standard.

cf. **lost or substantially delayed (3.5)**

3.4

justified complaint

complaint regarding a subject for which the service provider, after investigation if necessary, recognises that it may not have fulfilled its obligations in whole or in part [EN 14012]

NOTE Examples of the obligations of the service provider are its general terms and conditions and its regulatory and legal requirements.

3.5

lost or substantially delayed (item)

postal item not delivered, in whole or in part, to the recipient within a specified period of time

NOTE 1 The specified period is defined in 4.2 of this European Standard.

NOTE 2 Items that can neither be delivered to the intended receiver nor returned to sender, because, for example, they are incorrectly addressed, should not be counted as lost for the purposes of this European Standard.

cf. **item arriving late (3.3)**

3.6

on-time performance

proportion of items with transit times meeting the specification [EN 13850]

Formal definition: $\frac{1}{N(t)} \sum_{i=1}^{N(t)} X_i$ where $N(t)$ is the total number of postal items inducted during the period,

and $X_i = 1$ if postal items i fulfils the specification and otherwise $X_i = 0$

EN 14137:2003 (E)**3.7****registered item, registered letter**

letter-post item for which the sender has paid for delivery against signature and is paid compensation in the case of loss, rifling, or theft

NOTE Registered items for the purposes of this European Standard can include both services where a compensation is paid and services where it is not.

3.8**service standard**

standard that specifies requirements to be fulfilled by a service to establish its fitness for purpose [EN 45020]

NOTE 1 In this standard, the service standard is the number of working days within which time an item should normally be delivered.

NOTE 2 The service standard is sometimes expressed in the form $J + n$, where n is the number of working days. For example, a service standard of $J + 1$ means that an item should normally be delivered on the next working day after posting.

3.9**user**

any natural or legal person benefiting from postal services

NOTE A sender or recipient of a postal item is a user.

iTeh STANDARD PREVIEW (standards.iteh.ai)

[SIST EN 14137:2004](https://standards.iteh.ai/catalog/standards/sist/d41aba60-1f02-480d-a267-dbc5eccc03b/sist-en-14137-2004)

<https://standards.iteh.ai/catalog/standards/sist/d41aba60-1f02-480d-a267-dbc5eccc03b/sist-en-14137-2004>

4 Measurement

4.1 General

Registered items are recorded when they are posted and when they are delivered, and systems shall also be in place so that it can be confirmed whether or not an item has been posted and delivered.

A monitoring system shall be in operation to allow posting and delivery records to be compared for all items. It shall be possible to count the number of items which were posted in a period and the number of these which were actually delivered.

Statistical checks shall be made for the following types of recording errors.

- items without a record of delivery in the monitoring system but which have actually been received.
- items with a record of delivery in the monitoring system but which have not actually been received.
- items which are missing from the monitoring system.

The level of recording errors of each type shall be compared with the specified control limits and corrections shall be made to the level of loss, according to the requirements of 5.2, 5.3 and 5.4 of this European Standard.

NOTE The statistical control checks require a link to the complaints handling system.

4.2 Minimum period before an item is considered to be lost or substantially delayed

At a given moment, it is impossible in practice to distinguish between items that will never arrive and items that have been delayed for an exceptionally long time. It is therefore necessary to define a minimum period after which an item that has been sent can be treated as if it has been lost for the purposes of this measurement.

For the purposes of measurement, an item shall be classified as lost or substantially delayed if the item has not been received within the number of days shown in Table 1.

<https://standards.iteh.ai/catalog/standards/sist/d41aba60-1f02-480d-a267-dbc5eccc03b/sist-en-14137-2004>

Table 1 — Definition of substantial delay

	Service Standard			
	J + 1	J + 2	J + 3	Over J + 3 or no standard
Domestic mail	7	13	20	27
Cross-border mail	10	20	30	40^a
NOTE In Table 1, J + n means an on-time service standard of delivery within n working days after the date of posting.				
^a Exceptionally, for cross-border mail on routes where delays of 40 days or more are not unusual, a longer period than 40 days may be used to define substantial delay.				

As the figures in Table 1 show, the minimum period required is related to the service standard, e.g. J+1 for domestic first class mail. The column headed "Over J+3" should be used for postal items for which no service standard has been defined.