



**SLOVENSKI STANDARD**  
**kSIST-TS FprCEN/TS 15472:2015**  
**01-november-2015**

---

**Poštna storitve - Metode za merjenje tranzitnih časov za pakete v čezmejnem prometu v Evropski Uniji in državah EFTA s sistemom sledenja pošiljkam**

Postal services - Method for measurement of parcel transit time for cross-border parcels within the European Union and EFTA using Tracking and Tracing

Postalische Dienstleistungen - Anwendungsleitfaden zur Messung der Päckchenlaufzeit bei Nutzung eines Nachverfolgungssystems

Services Postaux - Méthode de mesure des délais de traitement des colis transfrontaliers au sein de l'Union européenne et de l'AELE par les procédés de suivi et de localisation

**Ta slovenski standard je istoveten z: FprCEN/TS 15472**

---

**ICS:**

03.240          Poštna storitve          Postal services

**kSIST-TS FprCEN/TS 15472:2015**          **en,fr,de**



TECHNICAL SPECIFICATION  
SPÉCIFICATION TECHNIQUE  
TECHNISCHE SPEZIFIKATION

**FINAL DRAFT**  
**FprCEN/TS 15472**

September 2015

ICS 03.240

Will supersede CEN/TR 15472:2006

English Version

**Postal services - Method for measurement of parcel transit  
time for cross-border parcels within the European Union  
and EFTA using Tracking and Tracing**

Services Postaux - Méthode de mesure des délais de  
traitement des colis transfrontaliers au sein de l'Union  
européenne et de l'AELE par les procédés de suivi et de  
localisation

Postalische Dienstleistungen - Anwendungsleitfaden  
zur Messung der Päckchenlaufzeit bei Nutzung eines  
Nachverfolgungssystems

This draft Technical Specification is submitted to CEN members for formal vote. 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, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.

Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation.

**Warning** : This document is not a Technical Specification. It is distributed for review and comments. It is subject to change without notice and shall not be referred to as a Technical Specification.



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

**CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels**

<b>Contents</b>	<b>Page</b>
<b>European foreword</b> .....	<b>3</b>
<b>Introduction</b> .....	<b>4</b>
<b>1 Scope</b> .....	<b>5</b>
<b>2 Terms and definitions</b> .....	<b>6</b>
<b>3 Characteristics of cross border parcel exchange within EU and other CEN-countries</b> .....	<b>7</b>
<b>4 Methodology</b> .....	<b>7</b>
<b>4.1 Transit time in general</b> .....	<b>7</b>
<b>4.2 Approach for calculating transit time</b> .....	<b>8</b>
<b>4.2.1 General approach</b> .....	<b>8</b>
<b>4.2.2 Example PostNL - Netherlands</b> .....	<b>8</b>
<b>4.2.3 Example PostNord: Denmark</b> .....	<b>9</b>
<b>4.3 Calculating transit time and a result (on time)</b> .....	<b>10</b>
<b>4.4 Calculation Rules</b> .....	<b>10</b>
<b>4.4.1 General</b> .....	<b>10</b>
<b>4.4.2 Example 1: Collection Monday-Friday / Delivery Monday-Friday</b> .....	<b>11</b>
<b>4.4.3 Example 2: Collection Monday-Friday / Delivery Tuesday-Saturday</b> .....	<b>11</b>
<b>4.5 Monitoring and independence</b> .....	<b>12</b>
<b>4.6 Reporting</b> .....	<b>12</b>
<b>Annex A (normative) A method to estimate delay in the stretch between actual handover and the first sorting scan</b> .....	<b>14</b>
<b>Annex B (informative) Examples of fields of study</b> .....	<b>15</b>
<b>Bibliography</b> .....	<b>16</b>

## European foreword

This document (FprCEN/TS 15472:2015) has been prepared by Technical Committee CEN/TC 331 "Postal services", the secretariat of which is held by NEN.

This document is currently submitted to the Formal Vote.

This document will supersede CEN/TR 15472:2006.

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

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

[SIST-TS CEN/TS 15472:2016](https://standards.iteh.ai/catalog/standards/sist/4653ad43-bcf3-4997-8b88-55f23b38fe73/sist-ts-cen-ts-15472-2016)

<https://standards.iteh.ai/catalog/standards/sist/4653ad43-bcf3-4997-8b88-55f23b38fe73/sist-ts-cen-ts-15472-2016>

## Introduction

This Technical Specification followed a two-phased approach.

In Phase 1 the Technical Report CEN/TR 15472 standard was reviewed.

The CEN/TR 15472 specified methods for measuring the transit time results of domestic and cross-border parcels, collected, processed and delivered by postal service providers. This quality of service indicator does not measure the postal or logistic operator's overall performance in a way that provides direct comparison of postal or logistic service operators, and does not include other service performance indicators than those related to transit time.

If a global transit time result is required then all items included in the calculation needs to have been scanned at all the location points within the pipeline. Consequently the scope of CEN/TR 15472 is not useful anymore given that:

- reluctant implementation at national postal operators - only 4 countries implemented it in Europe;
- not fully adapted to the goals of the customers, operators and regulatory authorities: only a TR (not a TS or EN) content inadequate and no implementation guide.

On Friday, November 28th 2014, in Budapest, Hungary, at the 37th plenary meeting of CEN/TC 331 Postal Services, made a decision to change the scope to a method for measurement of parcel transit time for cross-border parcels within the European Union and other CEN member states using tracking and tracing for measurement of the parcel transit time. The following countries have committed active participation in its development: the Netherlands, Germany, Denmark, Finland and Austria.

This Technical Specification is Phase 2 of the project.

[SIST-TS CEN/TS 15472:2016](https://standards.iteh.ai/catalog/standards/sist/4653ad43-bcf3-4997-8b88-55f23b38fe73/sist-ts-cen-ts-15472-2016)

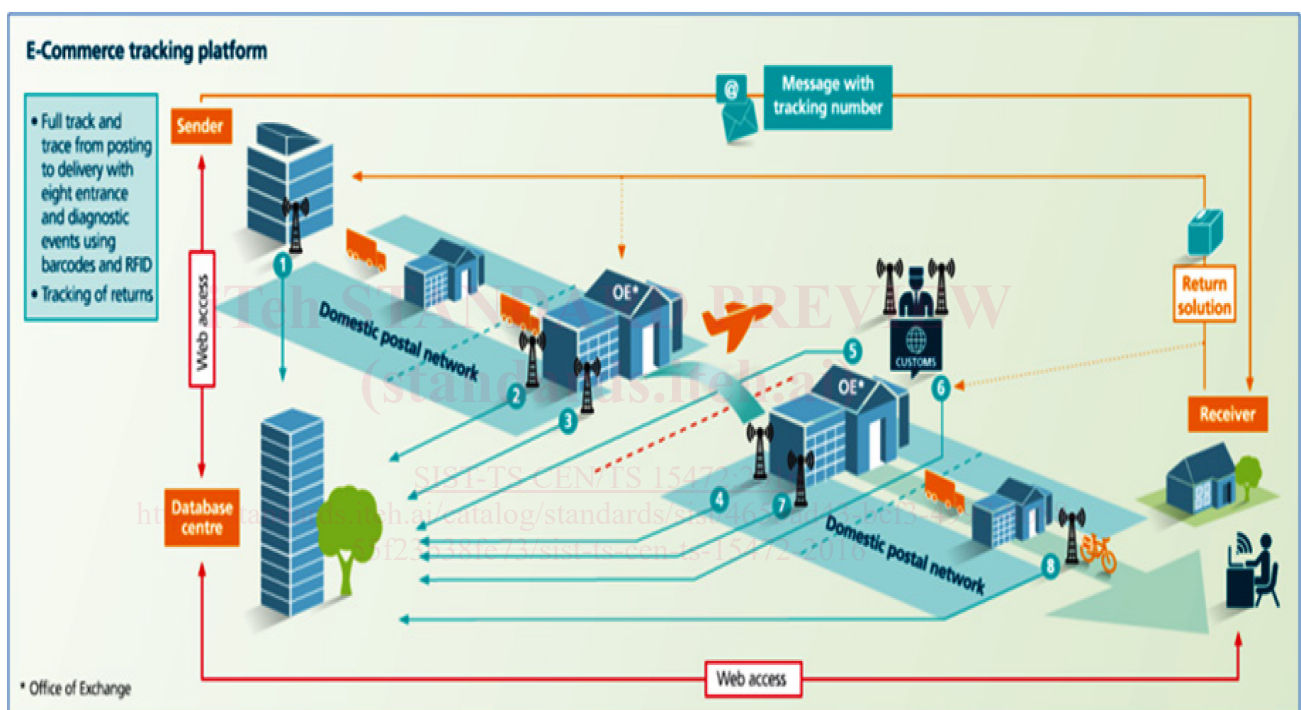
<https://standards.iteh.ai/catalog/standards/sist/4653ad43-bcf3-4997-8b88-55f23b38fe73/sist-ts-cen-ts-15472-2016>

## 1 Scope

Method for measurement of parcel transit time for cross-border parcels is mainly from an e-merchant perspective, especially for small and medium-sized companies. Based on an earlier study, the method will be based on events of the track and trace process.

Events used need to be kept simple and transparent for the measurement of the complex matrix of the flows between European countries.

The last part of the process (delivery options) is dependent on the country and on its historical development of postal and logistic operators - this part of the logistics process is currently too complex for simple measurement. Therefore the Technical Specification (TS) will focus on the main part of the process: from entrance (hand over) in the logistics chain to the first attempt of delivery.



**Figure 1 — E-Commerce tracking platform**

The Technical Specification should:

- be technically and supplier neutral;
- not be limited to postal operators but open to all operators transporting parcels;
- take into account events relevant for the customer's (sender or receiver) needs;
- define calculation rules;
- be easy to implement.

This Technical Specification does not set quality of service standards or targets.

## 2 Terms and definitions

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

### 2.1

#### **POA**

##### **date proof of acceptance**

event-scan on day X proving that the parcel is transferred to the operator before the latest acceptance time (hand over in the logistics chain)

### 2.2

#### **date first valid attempt of delivery**

unchallenged event-scan on day X + Y giving reasonable and audible proof that a delivery-attempt has been made within the conditions stipulated in the general terms or customer information of the operator

### 2.3

#### **delivery address**

place where the parcel is to be delivered so the addressee can receive it according to the agreed service conditions

Note 1 to entry: This might be a home address, but also a pack station, an alternative address chosen by the addressee or an outlet of the operator if this is within the stipulated service conditions.

### 2.4

#### **transit time**

transit time in days between POA and first valid attempt of delivery

### 2.5

#### **parcel**

item that is to be conveyed from a sender to a receiver, that is in general up to 20 kg and mostly too big to be delivered in a letter box

Note 1 to entry: The dimensions of a parcel do not exceed two meters for any one dimension or three meters for the sum of the length and the greatest circumference measured in a direction other than that of the length. In the context of this Technical Specification it is important that it is possible to track and trace a parcel (so a parcel is barcoded or fitted with other means to track and trace).

Note 2 to entry: In line with the text of the EU directive.

### 2.6

#### **held by customs**

indicating a delay as an event in the track and trace system

Note 1 to entry: Delay which is attributed to customs activities and not to the operator's performance.

### 2.7

#### **receiver**

receiver of the parcel



**2.8****sender**

entity offering parcels for shipment

EXAMPLE E-merchant.

### **3 Characteristics of cross border parcel exchange within EU and other CEN-countries**

One of the main and basic aspects of the European Union is the free movement of goods, services, capital and people. No customs declaration is needed.

Certainly for EU – EU trade customs will investigate by sampling if taxes are paid (excise –goods) and that there is no exchange of illegal goods (drugs, explosives etc.), but the general rule is that the exchange of goods/ parcels is unhindered by customs.

Therefore for the exchange of parcels within the European Union delay by customs is an exception and shall be treated as an exceptional cause of delay only. As for countries within the CEN-framework but not in the EU held by customs is a common issue.

#### **Relevant events**

From the sender and receiver perspective there are only two events that are relevant in calculating the transit time in order to assess if the service promise in terms of the number of days between sending and receiving has been met:

- a) the proof of acceptance before the latest acceptance time (POA);
- b) the proof of the first valid attempt of delivery<sup>1)</sup>.

Other issues might be important, but are irrelevant to the scope of this TS.

## **4 Methodology**

### **4.1 Transit time in general**

The transit time is measured in days between Proof of Acceptance (POA) and first valid attempt of delivery.

- a) Calculation of gross transit time.
- b) Take into account the type of service in terms of transit time.
- c) Correction for work / holidays<sup>2)</sup>: this can be dependent on the receiver → for example, when it is known that a company is closed or the receiver has reported not to be at home (customer profile), the parcel will not go into distribution and the transit time is reduced by one or several working days.
- d) Correction for “held by customs”.

1) In general this is the same as the proof of delivery (POD); if however the parcel cannot be delivered at the first valid attempt of delivery, the fall back is the first valid attempt. Since the first valid attempt of delivery can be considered also placement in parcel station, placement in postal office for service poste restante or equivalent.

2) EN 13850:2012, 5.2.3, Calculation of the transit time: “Published regional holidays may be subtracted in the calculation of transit time”.

## FprCEN/TS 15472:2015 (E)

e) Correction for “Force Majeure”.<sup>3)</sup>

For the greater part the data are generated on the basis of event scans in the operational process. The transit time can be measured over all the parcels all through the year.

Only parcels where the two relevant events (Clause 5) are correctly registered can be taken into consideration when calculating the transit time.

### 4.2 Approach for calculating transit time

#### 4.2.1 General approach

##### 4.2.1.1 Proof of Acceptance

Parcels of big senders are collected at sorting centres: the first sorting scan in the (first) sorting centre of the operator will be the first scan for the great majority of standard low price parcels.

Parcels sent from post offices (retail outlets) partly receive a post office-scan, but it is not always possible to integrate these scans in the database for the transit time calculation, if the transit time of all parcels is to be measured in the same way.

There can be a delay between actual handover and the first sorting scan. It may be necessary to estimate the chance of delay to complete the measurement. The method to estimate delay in this period is described in Annex A. The estimated delay shall be added to the total score.

##### 4.2.1.2 The proof of the first valid attempt of delivery

In general if parcels are out for delivery either to business customers or residential customers in the delivery route this will count as the proof of the first valid attempt of delivery; an automatic proof of delivery (POD) event will be generated. This automatic proof of delivery will be annulled if there is proof that the delivery has not taken place on the given day. The most common causes for this failure are:

- The driver was too busy or “forgot” to make a delivery attempt on the delivery day and took the parcel back to be delivered the next working day: a scan “still in store” will prove the delay;
- Miss-sorting: in the sorting centre a parcel was sorted in the wrong direction, the parcel cannot be distributed and will return to the sorting centre. An event scan which proves the mismatch between address and delivery route will be generated; the parcel will re-enter sorting and therefore delay will be proven.

#### 4.2.2 Example PostNL - Netherlands

- a) The first event POA is generated by the first sorting scan<sup>4</sup>
- b) The second and last event, the proof of the first valid attempt of delivery is generated by the corrected (POP UP1) scan<sup>5</sup>: in general this is the scan *out for delivery*.

This will be invalidated if for example:

<sup>3)</sup> EN 13850:2012, 5.2.2, Continuity of measurement.

<sup>4)</sup> Example PostNL Parcels (= First sorting scan → POP1CNP).

<sup>5)</sup> Example PostNL Parcels (→ POP UP1).