

PD CEN/TR 16915:2015



BSI Standards Publication

Postal Services — Quality of service — Damage to postal items

bsi.

...making excellence a habit.™

National foreword

This Published Document is the UK implementation of CEN/TR 16915:2015.

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 2015.

Published by BSI Standards Limited 2015

ISBN 978 0 580 91102 6

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 November 2015.

Amendments/corrigenda issued since publication

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

TECHNICAL REPORT

CEN/TR 16915

RAPPORT TECHNIQUE

TECHNISCHER BERICHT

November 2015

ICS 03.240

English Version

Postal Services - Quality of service - Damage to postal items

Services postaux - Qualité de service - Dommages aux envois postaux

Postalische Dienstleistungen - Dienstqualität - Beschädigung von Postsendungen

This Technical Report was approved by CEN on 17 November 2015. 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.



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

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

| Contents | | Page |
|--------------------------------|---|-----------|
| European foreword | | 3 |
| Introduction | | 4 |
| 1 | Scope | 5 |
| 2 | Terms and definitions | 5 |
| 3 | Main issues concerning the damages of postal items | 6 |
| 3.1 | General | 6 |
| 3.2 | Solutions applied by operators | 6 |
| 4 | Prevention actions | 16 |
| 5 | Measurements | 16 |
| 5.1 | General | 16 |
| 5.2 | Analysis of the database of complaints | 17 |
| 5.3 | Reference to EN 14012 | 18 |
| 6 | Activities to mitigate impact of damages | 19 |
| 7 | Parameters of postal items affecting the number of damages | 19 |
| Bibliography | | 20 |

European foreword

This document (CEN/TR 16915:2015) 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 [and/or CENELEC] 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

The postal services sector offers an essential communication infrastructure of major economic and social importance for commercial users and consumers. Postal services have a substantial effect on the competitiveness of other sectors and European cohesion in general. In particular, the effectiveness of postal services is crucial for the development of business to business and home delivery in Europe and therefore is considered as a service of general economic interest (SGEI).

Directive 97/67, in particular its Article 20, recognizes the importance of the role of standardization and also takes into account the wellness of users in particular. The European Commission has further supported the process of technical standardization in the postal sector through mandates to the European Committee for Standardization (CEN). A first standardization mandate (M/240) was issued in March 1996. Based on the progress achieved within this mandate, a second CEN mandate (M/312) was issued by the Commission in 2001.

The European Commission has recently issued another mandate to CEN (M/428) requesting CEN to perform standardization activities in order to adjust the existing European Standards for postal services in a multi-players environment, to develop new technical standards to improve the interoperability in the postal sector and to study the feasibility of new standards in the area of quality of service (QoS).

This document was developed based on experiences of project team PT-I, in working group CEN/TC 331/WG 1. A final result of PTI project was Feasibility study when the PT-I came to the conclusion, that:

- the project as a European Standard (EN) is not feasible,
- it is feasible to develop a guide with the best practice/benchmark list,
- the guide can be published either as TR or attached as an informative annex to the EN 14012.

Finally, the TR as guide to EN 14012 related to best practice related to minimizing number of damages and actions to mitigation effects of damages of postal items was chosen.

1 Scope

This Technical Report is an extension as a guide to the European Standard EN 14012 with regard to damage of postal items. EN 14012 recommends:

The continual improvement of the overall quality of service is an objective of the complaint handling system, and using the information from the complaint handling process to improve the overall quality of service should be a permanent objective of any postal organization.

Complaint handling processes should allow analysis of complaint causes.

However, it does not contain detailed guidelines to possible solutions. Damages are a rare event and a standard for measurement proved not to be feasible. This document contains a set of best practices dedicated to use by postal operators regardless of their size and users of postal services.

2 Terms and definitions

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

2.1

CN43/BDV

verification note, i.e. a form to report an anomaly or a set of anomalies with a letter mail dispatch or a consignment to a partner postal operator

Note 1 to entry: BDV - *bulletin de vérification*, the form in French.

2.2

CP78/BDV

verification note, i.e. a form to report an anomaly or a set of anomalies with a parcel dispatch or a consignment to a partner postal operator

Note 1 to entry: BDV - *bulletin de vérification*, the form in French.

2.3

damaged postal item

postal item which is not in the same condition as the provider accepted it from the sender

Note 1 to entry: The term “damage to postal items” usually implies that the contents of postal items are partially or completely damaged so that they became partly or whole unusable for their intended purposes, especially, for the purpose which that content had for the sender when he sent it to the recipient.

2.4

postal item

item addressed in the final form in which it is to be carried by a postal service provider

Note 1 to entry: In addition to items of correspondence, such items also include for instance books, catalogues, newspapers, periodicals or containing merchandise with or without commercial value.

2.5

postal services

services involving the clearance, sorting, transport and delivery of postal items

3 Main issues concerning the damages of postal items

3.1 General

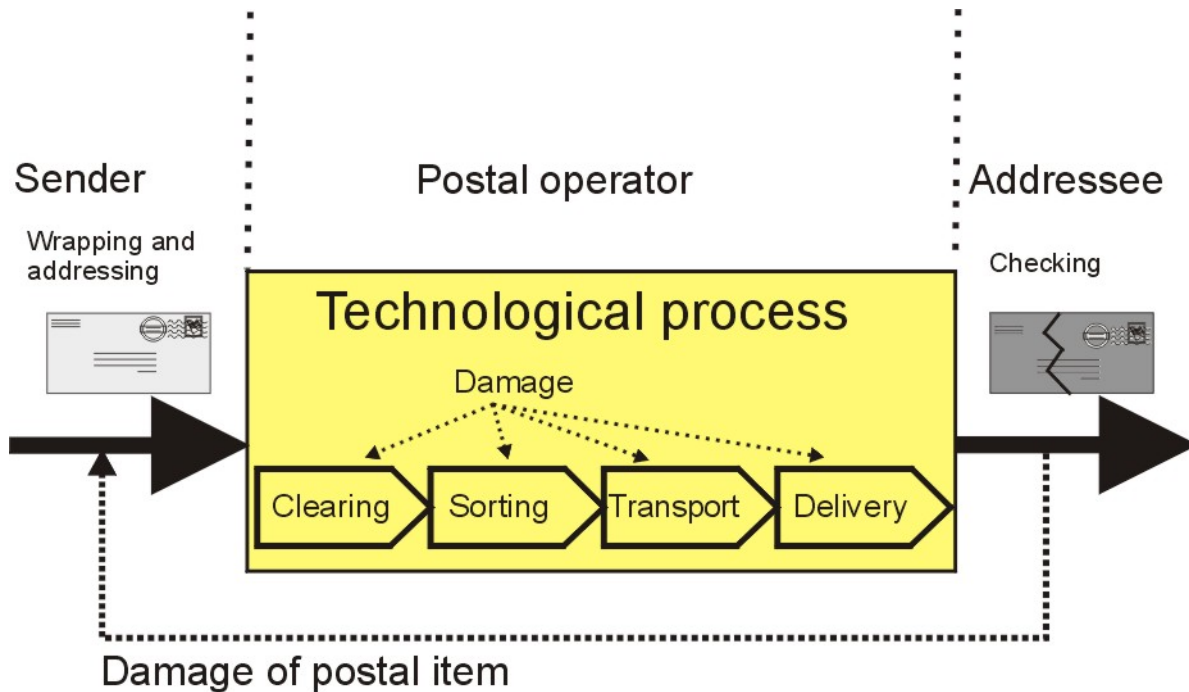


Figure 1 — Damage of postal item

The definition from EN 14012:2008, 3.16 item damage complaint also includes damage to the wrapping / envelope. From the technical point of view, the wrapping protects the contents from the damage during the whole technological process and, if the wrapping had been damaged before the delivery to the addressee, that event would likely lead to the damage of the content. Therefore, analysis of causes of damage to the wrapping may also be relevant.

It should be taken under consideration that only damages covering loss or damages of contents will be complained about. What's more, the client cannot raise the complaint if item was damaged and repaired without damage or loss content. Therefore complaint database can be source of information only for postal items damaged in big degree.

3.2 Solutions applied by operators

All participated parties that are the sender, the addressee and the operator are interested in delivery of letter / parcel in good condition. There are two cases that should be considered:

- E-commerce. The sender sells things generally in factory made, good quality packaging, which is resistant to typical events related to transportation. Usually the shop adds corporate packaging, which is a next layer of wrapping and make packaging more safe.
- Private sender, who hasn't experienced in packaging and in this case support of operator is expected.

Tables 1 to 11 contain information collected from 11 European operators in PT-I project related to number of damages in postal services, activities to decrease number of damages and to mitigate their effects. Responses to the questionnaire were sent by:

- 1) HR - Croatia - Hrvatska Pošta d.d.;
- 2) CZ - Czech Republic – UNMZ;
- 3) DK - Denmark - Post Danmark Logistik A/S;
- 4) IE - Ireland - An Post;
- 5) DE - Germany - Deutsche Post AG;
- 6) HU - Hungary - Magyar Posta Zrt;
- 7) MT - MALTA - MaltaPost p.l.c.;
- 8) PL - Poland - Poczta Polska S.A.;
- 9) PT - Portugal - CTT - Correios de Portugal, S.A.;
- 10) SK - Slovak Republic - Slovenská Pošta, a. s.;
- 11) CH - Switzerland - Swiss Post.

Volume of damaged items (1 and 3)

After we had analysed the results from the second questionnaire, we were faced with some facts. The volume of damaged items is very small. The typical number of damaged items largely depends on the type of postal service. Only one operator led separate statistics for small packets.

Table 1 — Percent of damaged items

| Service | Average | Deviation | Minimum | Maximum | Replies from |
|---|----------|-----------|-------------|---------|------------------------------------|
| Ordinary letters/postcards | 0,005 62 | 0,012 0 | 0,000 031 0 | 0,03 | HR, DK, DE, HU, MT, PT, CH |
| Registered letters | 0,005 71 | 0,010 3 | 0,000 071 9 | 0,03 | HR, CZ, DK, HU, MT, PL, PT, SK, CH |
| Ensured letters | 0,007 74 | 0,010 3 | 0,000 646 | 0,03 | HR, CZ, DK, HU, PT, SK, CH |
| Small packets (up to 2kg) | 0,020 1 | 0,014 6 | 0,0034 | 0,03 | DK, MT, PT, CH |
| Parcels | 0,015 8 | 0,023 5 | 0,000 1 | 0,075 6 | HR, CZ, DK, DE, HU, PL, PT, SK, CH |
| Herein ensured parcels | 0,038 6 | 0,077 6 | 0,000 45 | 0,196 7 | HR, CZ, DK, HU, PL, PT, SK, CH |
| NOTE 1 Part of operators sent collective data for a few services. | | | | | |
| NOTE 2 Only Denmark provides separately statistics to small packets. Other operators include this service in the ordinary letters. | | | | | |
| NOTE 3 Germany provides statistic for 4 degrees of damages. Spread is huge, from level of small damage (e.g. dirty wrapping) 0,2 % to the highest level of damage - complaints because of the damage 0,001 %. | | | | | |

Table 2 — Keeping statistical data about the cause of damage

| Service | Number of answers | YES are collected | Percent of YES | Countries which collect the statistics |
|----------------------------|-------------------|-------------------|----------------|--|
| Ordinary letters/postcards | 11 | 4 | 36,36 | HR, IE, DE, PT |
| Registered letters | 11 | 4 | 36,36 | HR, CZ, IE, PL |
| Ensured letters | 10 | 4 | 40,00 | HR, CZ, IE, PL |
| Small packets (up to 2kg) | 9 | 2 | 22,22 | HR, IR |
| Parcels | 11 | 6 | 54,55 | HR, CZ, IE, DE, PL, CH |
| Herein ensured parcels | 10 | 5 | 50,00 | HR, CZ, IE, PL, CH |

NOTE The following sources of information are given:

- complaint database - 5 countries (1 country - only for complaint with compensation),
- complaint database + other sources - 1 country,
- collected daily in the sorting centres in every processing line - 1 country,
- only for the samples of the external measurement system - 1 country,
- no statistic, each "case" is assessed individually - 1 country,
- 2 counties do not provide the statistic.

Table 3 — Volume of the damaged items with partly or fully missing content

| Service | Average | Deviation | Minimum | Maximum | Replies from |
|----------------------------|-------------|-----------|-------------|----------|----------------------------|
| Ordinary letters/postcards | 0,000 076 5 | 0,000 107 | 0,000 0124 | 0,000 2 | HR, DK, HU |
| Registered letters | 0,000 362 | 0,000 357 | 0,000 085 2 | 0,001 06 | HR, CZ, DK, HU, PL, SK |
| Ensured letters | 0,003 57 | 0,004 20 | 0,000 64 | 0,010 8 | HR, CZ, HU, PL, SK |
| Small packets (up to 2kg) | 0,009 7 | | 0,009 7 | 0,009 7 | DK |
| Parcels | 0,005 27 | 0,005 50 | 0,000 01 | 0,015 8 | HR, CZ, DK, HU, PL, SK, CH |
| Herein ensured parcels | 0,030 2 | 0,058 6 | 0,000 337 | 0,118 | CZ, HU, PL, SK |

Table 4 — Documentation of the damage

| Service | What contains the documentation | | | | Replies from |
|---|---------------------------------|-----------|-------------------|-------|--|
| | Notes | Packaging | Notes Photos + | Other | |
| Ordinary letters/postcards | 4 | 1 | 1 | 3 | HR, CZ, DK, IE, DE, HU, MT, PT, SK |
| Registered letters | 5 | | 1 | 3 | HR, CZ, DK, IE, HU, MT, PL, PT, SK |
| Ensured letters | 3 | 1 | 1 | 3 | HR, CZ, DK, IE, HU, MT, PL, SK |
| Small packets (up to 2kg) | 1 | | 1 | 1 | HR, DK, MT |
| Parcels | 5 | | 4 | 2 | HR, CZ, DK, IE, DE, HU, MT, PL, PT, SK, CH |
| Herein ensured parcels | 3 | | 3 | 2 | HR, CZ, DK, HU, MT, PL, SK, CH |
| <p>NOTE The following other documentation form is used:</p> <ul style="list-style-type: none"> — dedicated protocol of postal items irregularity, — damage are recorded by the Customer Services Team using a special software package, — an IT system QSB, by Ipsos or in an IT system CCS (for letters), — an IT system Dolfin (for parcels). | | | | | |

Table 5 — Documentation of the damage items with missing contents

| Service | What contains the documentation | | | | Replies from |
|--|---------------------------------|-----------|-------------------|-------|--|
| | Notes | Packaging | Notes Photos + | Other | |
| Ordinary letters/postcards | 3 | | 1 | 3 | HR, CZ, DK, IE, HU, MT, SK |
| Registered letters | 3 | | 1 | 4 | HR, CZ, DK, IE, HU, MT, PL, SK |
| Ensured letters | 4 | 1 | 1 | 2 | HR, CZ, DK, IE, HU, MT, PL, SK |
| Small packets (up to 2kg) | 1 | | 1 | 1 | HR, DK, MT |
| Parcels | 5 | | 4 | 2 | HR, CZ, DK, IE, DE, HU, MT, PL, SK, CH |
| Herein ensured parcels | 3 | | 3 | 2 | HR, CZ, DK, HU, MT, PL, SK, CH |
| <p>NOTE The following other documentation form is used:</p> <ul style="list-style-type: none"> — dedicated protocol of postal items irregularity, — damage are recorded by the Customer Services Team using a special software package, — an IT system Dolfin (for parcels), — CN43/BDV and inquiries. | | | | | |

Table 6 — Action related to postal item which is identified as damaged in any technological process; cross-border items

| Service/ action | Number of answers YES | % of answers YES | Number of answer with | | | |
|---|-----------------------|------------------|-----------------------|---------|---------|---------|
| | | | 5 x YES | 4 x YES | 3 x YES | 2 x YES |
| Ordinary letters/postcards | | | 0 | 0 | 4 | 5 |
| A) CN43 / BDV is sent | 4 | 36,4 | | | | |
| B) The item is re-packed | 11 | 100,0 | | | | |
| C) The item is sent with a remark | 9 | 81,8 | | | | |
| D) The item is sent as "Fragile" | 0 | 0,0 | | | | |
| E) Scanning of barcode is performed and an event is noted | 0 | 0,0 | | | | |
| Registered letters | | | 0 | 3 | 5 | 2 |
| A) CN43 / BDV is sent | 8 | 72,7 | | | | |
| B) The item is re-packed | 10 | 90,9 | | | | |
| C) The item is sent with a remark | 9 | 81,8 | | | | |
| D) The item is sent as "Fragile" | 0 | 0,0 | | | | |
| E) Scanning of barcode is performed and an event is noted | 4 | 36,4 | | | | |
| Ensured letters | | | 0 | 3 | 4 | 1 |
| A) CN43 / BDV is sent | 6 | 54,5 | | | | |
| B) The item is re-packed | 8 | 72,7 | | | | |
| C) The item is sent with a remark | 8 | 72,7 | | | | |
| D) The item is sent as "Fragile" | 0 | 0,0 | | | | |
| E) Scanning of barcode is performed and an event is noted | 4 | 36,4 | | | | |
| Small packets (up to 2kg) | | | 0 | 0 | 2 | 2 |
| A) CN43 / BDV is sent | 2 | 18,2 | | | | |
| B) The item is re-packed | 5 | 45,5 | | | | |
| C) The item is sent with a remark | 4 | 36,4 | | | | |
| D) The item is sent as "Fragile" | 0 | 0,0 | | | | |
| E) Scanning of barcode is performed and an event is noted | 0 | 0,0 | | | | |
| Parcels | | | 0 | 0 | 2 | 2 |
| A) CP78 / BDV is sent | 8 | 18,2 | | | | |
| B) The item is re-packed | 11 | 45,5 | | | | |
| C) The item is sent with a remark | 11 | 36,4 | | | | |
| D) The item is sent as "Fragile" | 1 | 0,0 | | | | |
| E) Scanning of barcode is performed and an event is noted | 6 | 0,0 | | | | |
| Herein ensured parcels | | | 1 | 3 | 3 | 2 |
| A) CP78 / BDV is sent | 6 | 54,5 | | | | |
| B) The item is re-packed | 9 | 81,8 | | | | |
| C) The item is sent with a remark | 9 | 81,8 | | | | |
| D) The item is sent as "Fragile" | 1 | 9,1 | | | | |
| E) Scanning of barcode is performed and an event is noted | 5 | 45,5 | | | | |

Table 7 — Action related to postal item which is identified as damaged in any technological process; domestic items

| Service/ action | Number of answers YES | % of answers YES | Number of answer with | | | |
|---|-----------------------|------------------|-----------------------|--------|---------|---------|
| | | | 4 x YES | 3x YES | 2 x YES | 1 x YES |
| Ordinary letters/postcards | | | 0 | 0 | 9 | 2 |
| A) The item is re-packed | 11 | 100,0 | | | | |
| B) The item is sent with a remark | 9 | 81,8 | | | | |
| C) The item is sent as "Fragile" | 0 | 0,0 | | | | |
| D) Scanning of barcode is performed and an event is noted | 0 | 0,0 | | | | |
| Registered letters | | | 0 | 4 | 6 | 0 |
| A) The item is re-packed | 10 | 90,9 | | | | |
| B) The item is sent with a remark | 9 | 81,8 | | | | |
| C) The item is sent as "Fragile" | 0 | 0,0 | | | | |
| D) Scanning of barcode is performed and an event is noted | 5 | 45,5 | | | | |
| Ensured letters | | | 0 | 5 | 4 | 0 |
| A) The item is re-packed | 9 | 81,8 | | | | |
| B) The item is sent with a remark | 9 | 81,8 | | | | |
| C) The item is sent as "Fragile" | 0 | 0,0 | | | | |
| D) Scanning of barcode is performed and an event is noted | 5 | 45,5 | | | | |
| Small packets (up to 2kg) | | | 0 | 0 | 5 | 1 |
| A) The item is re-packed | 6 | 54,5 | | | | |
| B) The item is sent with a remark | 5 | 45,5 | | | | |
| C) The item is sent as "Fragile" | 0 | 0,0 | | | | |
| D) Scanning of barcode is performed and an event is noted | 0 | 0,0 | | | | |
| Parcels | | | 1 | 7 | 3 | 0 |
| A) The item is re-packed | 11 | 100,0 | | | | |
| B) The item is sent with a remark | 11 | 100,0 | | | | |
| C) The item is sent as "Fragile" | 1 | 9,1 | | | | |
| D) Scanning of barcode is performed and an event is noted | 8 | 72,7 | | | | |
| Herein ensured parcels | | | 1 | 6 | 2 | 1 |
| A) The item is re-packed | 9 | 81,8 | | | | |
| B) The item is sent with a remark | 9 | 81,8 | | | | |
| C) The item is sent as "Fragile" | 1 | 9,1 | | | | |
| D) Scanning of barcode is performed and an event is noted | 8 | 72,7 | | | | |

Table 8 — Complaints and mitigation; ordinary letters/postcards

| Service | Number of answers | YES are collected | % of YES | The answer YES was received from: |
|---|-------------------|-------------------|----------|--|
| Is it possible for the customer to make a complaint concerning damage and missing contents? If yes then please go to the next question. | 11 | 11 | 100,0 | HR, CZ, DK, IE, DE, HU, MT, PL, PT, SK, CH |
| Do you try to find the missing contents among your “non-identified items”? | 11 | 10 | 90,9 | HR, CZ, DK, IE, DE, HU, MT, PL, SK, CH |
| Do you contact the sender concerning the packaging method? | 11 | 4 | 36,4 | DK, IE, DE, PL |
| Do you always evaluate processing equipment/method on the registration of a damage to postal items/missing contents? | 11 | 8 | 72,7 | HR, DK, IE, DE, HU, MT, PL, SK |

Table 9 — Complaints and mitigation; Registered letters / ensured letters / parcels / ensured parcels

| Service | Number of answers | YES are collected | % of YES | The answer YES was received from: |
|---|-------------------|-------------------|----------|--|
| What does the process include when a complaint is submitted? | | | | |
| • We try to find missing contents internally (e.g. in the warehouse for returned items) | 11 | 11 | 100,0 | HR, CZ, DK, IE, DE, HU, MT, PL, PT, SK, CH |
| How do you consider a complaint submitted in terms of what to do? | | | | |
| • We contact the sender concerning the use of an improved packaging method for future items from the sender | 11 | 6 | 54,5 | HR, DK, IE, DE, PL, PT |
| • We evaluate our processing method (sorting, transport etc.) | 11 | 9 | 81,8 | HR, CZ, DK, DE, HU, MT, PL, PT, SK |
| How do you pay compensation if liable for a claim for compensation? | | | | |
| • Are compensation rules established in terms of maximum amount of compensation paid in relation to each product? | 11 | 11 | 100,0 | HR, CZ, DK, IE, DE, HU, MT, PL, PT, SK, CH |

Table 10 — Information for customers about compensation rules and limits

| Country | Information for customers about compensation rules and limits in relation to lost and damaged postal items |
|-----------|--|
| HR | The Law of postal services detail define compensation for lost and damaged postal items. The Law was approved by Croatian Parliament in 2009. |
| CZ | In accordance with postal condition we provide with information how postal item should be packaged and that items may ask for special handling (“Fragile”) at items up to 10 kg. |
| DE | For parcels from specific customers is agreed a flat-rate-liability. This liability will be paid regardless of the actual damage. |
| HU | All information related to compensation is available at our website and at postal offices. The technological processes are monitored. Critical points where damage and missing of content often occurs are recorded. Preventing of damage is also made by suitable instructions, local inspections, test items and also by test shopping. |
| MT | <p>The responsible officers review occurrences and try to understand what caused the inefficiencies in the systems adopted. Necessary measures are taken to limit and where possible to eliminate repetition of events in future.</p> <p>Where applicable we raise enquiries with the Airline and Ground handlers in case damages occurred while mail was in their hold.</p> |
| PL | <p>Degree (range) of damage declared by customer.</p> <p>Compensation for damage to the contents shall be paid in the amount of actual loss, not higher than “n” times fees for service (“n” depend on the service), or no more than the declared value of postal item.</p> |
| PT | We act in accordance with UPU indemnity rules for the items mentioned in question 9 above (Registered letters / ensured letters / parcels / ensured parcels). |

Table 11 — Additional questions

| Service | Number of answers | YES are collected | % of YES | The answer YES was received from: |
|---|-------------------|-------------------|----------|--|
| A) Do you sell packaging material? (envelopes, boxes, components to fill) | 11 | 11 | 100,0 | HR, CZ, DK, IE, DE, HU, MT, PL, PT, SK, CH; Comments in NOTE 1 |
| B) Do you provide guidance on packaging methods to the customers? | 11 | 11 | 100,0 | HR, CZ, DK, IE, DE, HU, MT, PL, PT, SK, CH; Comments in NOTE 2 |
| C) Have you prepared guidelines for proper packaging of postal items? | 11 | 10 | 90,9 | HR, CZ, DK, IE, DE, HU, PL, PT, SK, CH; Comments in NOTE 3 |
| D) How do you ensure a simple (smooth) complaints procedure? | 11 | | | Comments in NOTE 4 |
| E) Do you have a method/system to monitor the year-by-year percentage decline/increase in the volume of damaged postal items and missing contents? | 11 | 10 | 90,9 | HR, CZ, DK, IE, DE, HU, PL, PT, SK, CH; Comments in NOTE 5 |
| If yes, please describe the method/system. | 10 | | | Comments in NOTE 6 |
| F) Shall the descriptions of the damage be made using "a dictionary" to define types of damage? | 11 | 3 | 27,3 | IE, DE, CH; Comments in NOTE 6 |
| G) There is performed statistics about types and location of damage based on complaint database? | 10 | 5 | 50,0 | HR, DK, DE, HU, CH; Comments in NOTE 7 |
| If no, in your opinion is it possible to automatically draw up statistics about types and location of damage based on complaint database? What is your opinion? | 5 | | | Comments in NOTE 8 |

NOTE 1 PT - Yes. There are different sizes of padded envelopes and boxes available at post offices.
— CH - Our post offices sell all kind of packaging material to retail customers. Through there is no sale to mass senders, only rules and recommendations how to package.

NOTE 2 CZ - Defined in postal conditions.
— HU - Guidance related to adequate packaging methods are available at our website and at postal offices.
— PT - General guidance is provided to customers by the sales force.
— CH - Yes - rules/recommendations are spread in documentations and by sales forces and the reception units.

NOTE 3 HU - Guidance related to adequate packaging methods are available at our website and at postal offices.
— MT - No consolidated document is available - please refer to our response to question 11 B.
— PT - Guidelines are currently in progress. Detailed guidelines are already available by CTT Expresso, the CTT Group Company that operates in the CEP market
— CH - Yes - weight/quality of paper of cards and envelopes, etc.

NOTE 4 HR - We have a protocol for complaints.
— CZ - Postal employees must proceed in accordance with time periods for processing of complaints.
— DK - By offering the customer the opportunity to choose between direct dialogue through online complaint

registrations system, mail correspondence, phone or customer standardized complaint form.

- IE - For details of our commitment to customers on dealing with complaints see: <http://www.anpost.ie/AnPost/MainContent/Customer+Service/Our+Commitment+to+You/>.
- DE - The customer has a uniform telephone number for all inquiries and complaints, separately for private and business customer, and separately for parcels and letters. The customer service makes all the arrangements and inquiries and gives the feedback to the customer.
- HU - Complain procedures can be made by customers personally, by phone, by letter, fax or e-mail. In case of damage or missing of content a damage-report is recorded, even if damage was noticed after delivery.
- MT - By informing the customer immediately and explain clearly the history of events. Necessary actions are taken to safeguards customers rights.
- PL - Protocol of damage filled by staff can be treated as a customer complaint (on request of customer), also a customer can complain at any post office.
- PT- It is possible to submit complaints: in any postal outlet, through complaints book or in writing; by telephone / call centre; by post; or electronically. All the complaints are analysed and the person who submitted the complaint is informed about the results of the investigation carried out on each complaint.
- SK - In convenience with the postal legislation.
- CH - Letters: Thorough inquiry on what happened with the item in question:
Trigger: official complaint at Customer desk,
Parcels: proactive by detection the damage before distribution,
- announcement at every post office,
- pickup at the customers home.

NOTE 5 CH - Letters: Statistics by repair centres
Parcels: Yes.

NOTE 6 HR - We are doing measurements according to standard HRN EN 14012. We also analyse Protocol of postal items irregularity, and makes reports.

- CZ - Czech Post has the system of tabs where all complaint made at Post Offices is recorded.
- DK - System: CRM/IAC. (SAP) All claims received regarding damaged items are specified in the system. One claim per damaged item. It is to some extent possible to monitor data/statistics from the system (Product-level).
- IE - Our Annual Report contains a breakdown of the number of written complaints received from customers each year - this includes the number of damaged items (referred to in our response to Question.
- DE - All inquiries and complaints etc. are documented in a few IT systems and evaluated monthly. Major changes are analysed to identify priorities (process, product, specific location etc.).
- HU - We always annually monitor the damage and missing of contents as well as compensation for loss. All these are calculated in proportion to all posted items (results per thousand).
- PL - complaints database - MS Access was used, centralized subsystem of the complaints is used since 2014.
- PT - The damages are noted down diary in a specific form, in the sorting centres, and monthly the information is consolidated and the number of damaged items is monitored.
- SK - Compensation agenda.
- CH - Letters: Statistics by repair centres
Parcels: Yes
Letters: Increase/decrease by numbers (Comparison by the year)
Parcels: Statistics result from the complaint-tool for damage.

4 Prevention actions

Prevention actions are used by all operators, but to a varying extent. They can be used without any measurements and their cost is generally acceptable by operators. The prevention actions are used regardless of the expected level of damage to postal items. It is cost effective because some of the actions are carried out as typical commercial activities e.g. selling of wrappings, envelopes of increased strength. Prevention actions should be specially dedicated to home senders.

Below is a list of already used and proven preventive actions, as well as some new proposals the use of which should be considered:

- a) sale of finished packages, envelopes in different sizes and dedicated to different content. It should be provided information about range of use and limitation for each type of packaging e.g. max. size and weight of content;
- b) sale of components to fill free space in parcels i.e. bubble foil, Polystyrene (PS) foam fillers, etc;
- c) availability of information stickers (FRAGILE, TOP, LIVE PLANTS, ect.);
- d) handbook about proper packaging of parcels, which should be available in paper edition in each postal office and electronically on website of operator;
- e) the example of wrapping parcels presented as video on website of operator;
- f) consultation on website of operator and/or on social networking service;
- g) inspection of parcels before sending in postal office;
- h) sending postal parcel on special condition;
- i) partnership with agencies that can professionally pack packages for home and small business senders.

5 Measurements

5.1 General

There are some systems where damages are registered and which can be sources of information related to damages. It is expected that the scope and detail of the data recorded may be different for each system. Statistics should be made for each service separately. The following systems are capable of providing information on damage postal items and possible restrictions.

- a) Complaint database. In the database is collected information about damages in big degree, usually with partly or full loss of content or its destruction. The database doesn't contain information related to damages in small degree, which usually aren't reported by the receiver. For statistical analysis of type and causes of damage the dictionary with clearly defined classification of damage is required.
- b) Track&trace system. In the system damages of postal items are registered and the technological place where damage is found. Generally in the system are registered damaged postal items which were repacked. This information is available with record of postal item, but often no statistics are performed.

- c) Statistics by repairing/repacking centres. In the system are registered damaged postal items which were repacked. Effective use of the data needs the dictionary with clearly defined classification of damages and system collection the data from all repairing/repacking centres.
- d) Statistics based on CN43 / CP78 / BDV documents. These documents are prepared only for cross-border postal items.
- e) Regular measurements. The measurements can produce statistics for damages both in small degree and big degree. They can be based both on real mail or test mail (e.g. for nonregistered letters). Unfortunately the measurements are expensive and their cost might be not justified.

If number of damaged postal items for the postal service is extremely small, then you may find it more effective to make individual Analysis of cases.

5.2 Analysis of the database of complaints

The analysis should cover all registered records of damage, both justified and unjustified, when their occurrence was confirmed in complaint investigation. The received records should be archived and analysed by taking the following factors into account:

- postal product
- type of damage
- reason of damage if it is established

and

- point in technological path
- geolocation (locations of sorting centre, the route, etc.)

where the item was damaged.

The analysis should be flexible, for example it shall allow to collect or split postal products according to postal services characteristics.

The damage can be detected by operator's staff or/and reported by the addressee. But if postal item was repacked and its content wasn't damaged then addressee may make no complaint.

In order to perform statistical analysis precise and unambiguous description of the damage is necessary. This can be achieved by developing a dictionary that defines all the parameters related to the description of the damage.

The following list should be taken under consideration for creating national dictionary:

- a) postal product
 - 1) letters containing correspondence/documents;
 - 2) letters containing journals;
 - 3) letters containing things/ small packets;
 - 4) ordinary parcels;
 - 5) ensured parcels;
 - 6) fragile parcels;
 - 7) parcel of content with a short shelf life;

- b) type of damage:
- 1) cut/torn envelope/packing;
 - 2) damage to the closure, damage seal;
 - 3) soiled package / envelope;
 - 4) damage to or loss of the postage stamp / DPM / other;
 - 5) soaked;
 - 6) damage to the address - part of address blurred, but postal item is DELIVERABLE;
 - 7) partly burned;
 - 8) damage caused by chemical reaction;
- c) points in technological path:
- 1) collection;
 - 2) transportation from postal office to sorting centre;
 - 3) manually sorting centre;
 - 4) mechanically sorting centre;
 - 5) transportation between sorting centres;
 - 6) transportation from sorting centre to delivery office;
 - 7) delivery;
- d) cause of damage:
- 1) improper packaging or signing of the postal item;
 - 2) human error of operator's staff;
 - 3) technological machine failure;
 - 4) no fault accident;
 - 5) improper treatment of the postal items by the receiver;
 - 6) external factor (e.g. extreme weather);
 - 7) force majeure;
 - 8) no damage was found or fraud attempt.

5.3 Reference to EN 14012

The suggestions put forward in 5.2 can be used to enhance the classification of complaints as mentioned in EN 14012:2008, 7.5 and Annex D.

6 Activities to mitigate impact of damages

These activities should be considered to minimize, fully or partly, impact of damage to postal item. Usually the activities remove exclusively direct damages but does not compensate for indirect damages i.e. loss of time and lack of ordered goods.

- a) Complaint process if sender or addressee recognizes that the postal item is damaged.
- b) Clear and accessible rules related to complaint process.
- c) Support staff when complaint is made by customer.
- d) Easy way to make complaint by many communication channels and with method as convenient as possible for the customer
- e) Keeping the warehouse for returned and found items which are catalogued with photos and used in process of finding lost content of postal items.
- f) Compensation for lost or damaged content of postal item if fault of the operator will be considered.

7 Parameters of postal items affecting the number of damages

Basically no studies have been conducted which parameters of postal item have impact for probability of damage. But based on available information and local conditions, it should be considered if this parameters can increase the number of damages. There should be considered the following parameters and it can be assumed, that is not recommended.

- a) Sending parcels with package which size is smaller or larger than recommended by the operator.
- b) Packaging should be rigid package and opaque, so that it is impossible to recognize the content.
- c) Sending parcels with package which suggests what is the content of the parcel. It can be important for some type of content, for example popular electronic equipment. Good practice in this case is using finished wrapping of postal operator.

Delivery of parcels containing perishable goods, short-term suitability for use.

In this case very important is fast and sure informing addressee about stage of realization of service, especially date/hour of delivery.

Bibliography

- [1] EN 14012:2008, *Postal services - Quality of service - Complaints handling principles*
- [2] Directive 2008/6/EC of the European Parliament and of the Council of 20 February 2008 (amending Directive 97/67/EC)
- [3] Directive 97/67/EC of the European Parliament and of the Council of 15 December 1997
- [4] ERGP Report on the quality of service and the end-user satisfaction, ERGP (11) 19

British Standards Institution (BSI)

BSI is the national body responsible for preparing British Standards and other standards-related publications, information and services.

BSI is incorporated by Royal Charter. British Standards and other standardization products are published by BSI Standards Limited.

About us

We bring together business, industry, government, consumers, innovators and others to shape their combined experience and expertise into standards-based solutions.

The knowledge embodied in our standards has been carefully assembled in a dependable format and refined through our open consultation process. Organizations of all sizes and across all sectors choose standards to help them achieve their goals.

Information on standards

We can provide you with the knowledge that your organization needs to succeed. Find out more about British Standards by visiting our website at bsigroup.com/standards or contacting our Customer Services team or Knowledge Centre.

Buying standards

You can buy and download PDF versions of BSI publications, including British and adopted European and international standards, through our website at bsigroup.com/shop, where hard copies can also be purchased.

If you need international and foreign standards from other Standards Development Organizations, hard copies can be ordered from our Customer Services team.

Subscriptions

Our range of subscription services are designed to make using standards easier for you. For further information on our subscription products go to bsigroup.com/subscriptions.

With **British Standards Online (BSOL)** you'll have instant access to over 55,000 British and adopted European and international standards from your desktop. It's available 24/7 and is refreshed daily so you'll always be up to date.

You can keep in touch with standards developments and receive substantial discounts on the purchase price of standards, both in single copy and subscription format, by becoming a **BSI Subscribing Member**.

PLUS is an updating service exclusive to BSI Subscribing Members. You will automatically receive the latest hard copy of your standards when they're revised or replaced.

To find out more about becoming a BSI Subscribing Member and the benefits of membership, please visit bsigroup.com/shop.

With a **Multi-User Network Licence (MUNL)** you are able to host standards publications on your intranet. Licences can cover as few or as many users as you wish. With updates supplied as soon as they're available, you can be sure your documentation is current. For further information, email bsmusales@bsigroup.com.

BSI Group Headquarters

389 Chiswick High Road London W4 4AL UK

Revisions

Our British Standards and other publications are updated by amendment or revision.

We continually improve the quality of our products and services to benefit your business. If you find an inaccuracy or ambiguity within a British Standard or other BSI publication please inform the Knowledge Centre.

Copyright

All the data, software and documentation set out in all British Standards and other BSI publications are the property of and copyrighted by BSI, or some person or entity that owns copyright in the information used (such as the international standardization bodies) and has formally licensed such information to BSI for commercial publication and use. Except as permitted under the Copyright, Designs and Patents Act 1988 no extract may be reproduced, stored in a retrieval system or transmitted in any form or by any means – electronic, photocopying, recording or otherwise – without prior written permission from BSI. Details and advice can be obtained from the Copyright & Licensing Department.

Useful Contacts:

Customer Services

Tel: +44 845 086 9001

Email (orders): orders@bsigroup.com

Email (enquiries): cservices@bsigroup.com

Subscriptions

Tel: +44 845 086 9001

Email: subscriptions@bsigroup.com

Knowledge Centre

Tel: +44 20 8996 7004

Email: knowledgecentre@bsigroup.com

Copyright & Licensing

Tel: +44 20 8996 7070

Email: copyright@bsigroup.com



...making excellence a habit.™