



Postal services

Questionnaire on the future of postal standardisation 2005

PART A: General

Do you see some need for further standardisation in the following fields?

Please give the title of your proposal or comments and if possible use a separate sheet (see model below at the end of part B) on each topic.

Your proposals can deal with a new standard or a modification of an existing standard (see the list of existing and under development standards in the annex); The question of the acceptability of standards is very important.

Area 1:

Contribution (through tools for harmonised and independent measurement or minimum requirements) to better quality of service in general and specifically better accessibility for the public to Universal Services as well as to better reliability of postal services.

This is the area of most interest for domestic consumers. ANEC wishes to ensure that any revision to the Postal Services Directive will retain the current services specified to form part of the Universal Service (US) as a minimum. We agree that US should not be seen as second rate services and therefore quality of service standards must be developed to cover universal services and performance of the provision of these services should be monitored, preferably by using the standards, by the regulators in the Member States.

Last time there was a call for new work items following the expiry of Mandate 240, ANEC made three proposals for new standards. Because of the importance of access to postal services to consumers we proposed there should be standards developed on the access to postal services which would include measurement of important quality indicators such as availability of collection points and access to information. We also proposed development of standards on the access to postal delivery which included times of day when deliveries take place, physical condition of mail and incorrect delivery

whether to the wrong person or the wrong address. Both of these proposals were accepted and given to WG1 to progress. A third proposal a standard for customer satisfaction was supported by both WG1 and the Chairman's Advisory Group. However this proposal was rejected by CEN TC 331 plenary on the basis that due to cultural differences, it would be impossible to define a unique method. In 2004, WG1 was asked to re-look at the development of a standard on customer satisfaction. However, WG1 concluded that cultural differences did make this difficult but, through input from ANEC, recommended that CEN TC 331 alert CEN BT working group 163 on services standardisation that they should consider proposing a horizontal standard on customer satisfaction be developed. ANEC considers this is the most appropriate mechanism for developing a standard on customer satisfaction and has no intention of resubmitting this proposal at this stage.

After initial investigation by PT8 of WG1 it was proposed to develop 4 standards to cover access to postal services and access to postal delivery. These were:-

- Information available on postal services
- Quality of access to postal services which would be a method to measure the population coverage of postal services
- Quality of delivery relating to correct delivery
- Quality of delivery related services such as re-forwarding after moving home

Permission was given to pursue drafting of the first two standards but although the last two remain on the work programme, formal permission has not been granted to pursue work on drafting.

Although results from the questionnaire conducted by PT8 in 2003 showed that there was high consumer interest in a further two items, consistency of daily delivery times and damage, these were rejected for further work by WG1. This was because it was considered that damage would be a difficult issue to measure and a standard for consistency of delivery would be difficult because of the number of different delivery bands. However it was recommended that the decision with regard to consistency be reviewed in two years time.

ANEC therefore proposes that formal approval be given to drafting the two standards on quality of delivery relating to correct delivery and quality of delivery related services such as re-forwarding. We would also like WG1 to re consider drafting standards on damage and consistency of delivery as the recent questionnaire results showed these items were of high interest to consumers. Although ANEC's representation is limited to domestic consumers we are aware that consistency of delivery is important for small businesses, particularly those working from home addresses.

Whilst not part of the US, the current Postal Directive requires that the process of liberalisation should not curtail the continuing supply of certain free services for the blind. We consider that representations will be made to the Commission to include these services in the US in the revised Directive, as well as requiring that there should be greater specification on what core services should be included in these special services in each Member State and whether these should be extended to other disabilities. On this basis, and indeed if other services are added to those specified in the current Directive to form part of the US, these should all be supported by quality of service measurements

developed by CEN TC 331. ANEC considers that unless this is done there is a danger that US become low quality services. Given decisions on new items to be included in the US in the revised Directive have yet to be made, ANEC can only propose that quality of service standards should be added to the new standardisation programme for any services that are added to the Universal Service provision in the amended Directive. However we do think that WG1 should be asked to review their standards (i.e. EN 13850 measurement of transit times for priority mail, EN14508 measurement of transit time for non priority mail and to the draft on information available on postal services currently being worked on by WG1) on speed of service and availability of information to ensure that these could be used to cover special services for the blind.

Area 2:

Contribution (through better interoperability and consistency of interfaces) to reducing the cost of the global postal chain - from the creation of the message to the delivery to end receiver.

Area 3:

Contribution (through better transparency amongst others) to better access for new comers to postal market.

Area 4:

Contribution (through better interfaces with mail media) to new value added postal services.

Any other input?

PART B: Some examples of areas where postal standardisation could play an active role to support the development of the sector

B 1 Mail and parcels from the point of view of general public as well as SOHO or SME

We all know that Quality of postal service contributes greatly to the confidence that the general public has in postal services and its continued use of those services. We all

know that many postal services could be provided in different ways: personal data (bank accounts, invoices...) through email, publicity through other media (TV, street advertisement...)

What basic postal service do you think is the key to the public's confidence in postal services, and is there a value added to develop a relevant standard?:

Rate each bullet point from 5 (very significant) to 1 (no need for this service)

- Capacity to reach each person's letter box, without any misdeliveries...

Rating: Need for standard: **5**

As outlined above this is an important issue for consumers but we are not sure if this is already on the work programme of WG1 under the item Quality of service correct delivery as listed in the annex to this questionnaire. If it is we support seeking formal approval to this work item which has not been given to date.

- Capacity to offer alternate services when you are away from home (holidays...)

Rating : Need for standard: **5**

As outlined above ANEC considers re-forwarding of mail when one has moved home is an important issue for consumers. Provided this item would include re-forwarding we would support this proposal.

- Capacity to use other postal operator other than your usual one

Rating : Need for standard: **1**

We think this will be unlikely for domestic consumers in the short term. However with liberalisation it is already possible for some, mainly large business customers, to use other operators. ANEC does not see this issue as one for new standardisation but it raises the point that at the moment, standards are only developed for use by US postal operators. Although standards are usually voluntary, the US postal operators can be required to use them by their national regulators. Although in most circumstances, there is no reason why the current standards could not be used by other postal operators there is no requirement that they do so. It is therefore difficult for consumers to make comparisons between quality of service performance of US postal operator and that of non US postal operators.

- Capacity to use any combination of electronic and physical delivery of your mail (send it by Internet, receive it from the postman or any other combination of the two)

Rating Need for standard: **1**

There was a new work item for WG1 from the last proposals on measurement of quality of hybrid mail. Following receipt of answers to a questionnaire sent out in 2004, it was decided by WG1 that it was not possible to continue to work on a draft standard for this

topic and members of CEN TC 331 agreed that this work item should be dropped. ANEC does not think sufficient time has elapsed to resurrect this work item again.

- Capacity to get end user services based on track and trace.....

Rating : Need for standard: 1

WG1 has been working on a draft standard for Measurement of end to end service for parcels by the use of track and trace system. During this work it became evident that even where track and trace is in use, the times of first and last scans do not coincide with actual deposit and delivery times, so no standard could measure actual delivery times which is what is important to consumers. Permission of CEN TC 331 is being currently sought to allow this to be published as a Technical Report. This should be reviewed automatically after 2 years so ANEC does not think it appropriate to be proposed as a new work item at this particular time.

- What changes/improvements (quality of service, claim handling, tracing...) would you like for single cross border mail?

Need for standard :

B 2 Mail and parcel services from the point of view of big mailers

The following questions aim at identifying areas where standards could be useful, profitable and acceptable by all. Please comment on your interest on standardisation in these fields.

- Will your share of cross border mail in Europe grow sharply in the near future?
- Would you need an easy way to use European wide addresses files, while keeping the capacity to print address on envelopes using the way that is practiced in each EU country
- Do you see the possibility to benefit, for your cross border mail, from the best bulk mail tariffs of postal operator(s)?
- Are you satisfied (quality of service, claim handling, tracing...) with your present services for bulk cross border mail?

- Are you satisfied with the B to C parcel services you use now?
- What improvements if any would you like to see?

Need for standards on the above issues :

B 3 All respondents are asked to complete this section. ,

Do you use a CEN TC 331 standard (see list in the annex)

No

If Yes, which one ?

Are you satisfied with it/them?. Please comment.

How could these standards be adapted to allow a more efficient application?

What amendments would you like to be adopted?

Finally, you can also use the following page if you want to make a specific proposal for a particular standard.

You are:

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Position

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PROPOSAL FOR POSTAL STANDARDISATION

Please use one sheet per proposal

Title of the proposal:

Quality of service relating to correct delivery and correct notification of a parcel or registered item.

Proposed scope:

There is already provision for work on correct delivery within the work programme of WG1 but formal approval to start drafting has not been given. ANEC is asking that formal approval be given to this work item although at this stage we think this item refers to correct delivery and notification of a parcel and does not cover correct delivery of mail. We would like this standard to cover both of these issues

Impact on postal services, advantages once the standard is implemented:

ANEC's chief concerns relate to ensuring that issues relating to those services deemed to be part of the universal service should not become second class services. It is important that quality standards are developed to cover all services and related issues within the universal service and that these be used by the regulators in the Member States to ensure universal services are delivered to reasonably high standards. We think this standard deals with the occasions where the postperson is unable to deliver an item because there is no one at the address to take it so has to leave a notification that the item awaits collection. Correct delivery of these items is an important issue for consumers because these are usually items of higher cost and often contain items of financial or legal importance.

Present situation regarding the implementation of proposed standard, through out Europe:

Cost element of implementation

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Postal services

PROPOSAL FOR POSTAL STANDARDISATION

Please use one sheet per proposal

Title of the proposal:

Quality of delivery related standards such as re-forwarding after moving home

Proposed scope:

This is already within the work programme of WG1 but formal approval to start drafting has not been given. ANEC is asking that formal approval be given to this work item.

Impact on postal services, advantages once the standard is implemented:

This item is of high importance to consumers as shown by responses to a questionnaire issued by WG1 in 2003. Although not part of the universal service as designated by the current European Directive, ANEC considers this service is of sufficient importance to consumers that consideration should be given to adding it to the universal services in the revised Directive. In any event given its importance for consumers a quality standard should be devised.

Present situation regarding the implementation of proposed standard, through out Europe:

Cost element of implementation

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PROPOSAL FOR POSTAL STANDARDISATION

Please use one sheet per proposal

Title of the proposal:

Quality of service relating to damaged items

Proposed scope:

This issue was rated of high importance for consumers in the questionnaire responses to WG1 in 2003. At the time it was decided that it was difficult to measure. ANEC would like to ask WG1 to look at this issue again to see if circumstances have changed.

Impact on postal services, advantages once the standard is implemented:

Present situation regarding the implementation of proposed standard, through out Europe:

You are:

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PROPOSAL FOR POSTAL STANDARDISATION

Please use one sheet per proposal

Title of the proposal:

Quality of service relating to consistency of daily delivery times

Proposed scope:

This issue was rated of high importance for consumers in the questionnaire responses to WG1 in 2003. This is an increasingly important issue for consumers since liberalisation of the market has led to fewer daily deliveries in certain areas. This means consistency of delivery time becomes more important, particularly for businesses that operate from home addresses. At the time it was decided that it was difficult to measure because of the number of different delivery bands. However it was thought that the issue could be looked at again in two years time and ANEC would like to ask WG1 to do this to see if circumstances have changed such that a standard could be developed.

Impact on postal services, advantages once the standard is implemented:

Present situation regarding the implementation of proposed standard, through out Europe:

Cost element of implementation

You are:

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Postal services

PROPOSAL FOR POSTAL STANDARDISATION

Please use one sheet per proposal

Title of the proposal: **Mail delivered to the wrong address**

Proposed scope:

The standard should set the methodology or minimum requirements about the amount of mail delivered to the wrong address. It is possible that this topic could be covered in the standard that deals with the correct notification of a parcel or registered item as outlined above.

Impact on postal services, advantages once the standard is implemented:

Some of our members have told us that delivery issues are important for consumers and are the subject of recurrent claims for consumers. ANEC wishes to ensure quality of correct delivery service is maintained despite liberalisation of the market.

Present situation regarding the implementation of proposed standard, through out Europe:

Cost element of implementation

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