

Postal statistics

1 Introduction

The aim of this questionnaire is to gather representative data on postal activities and development as well as data that can later be used to develop postal sector measurement indicators.

The statistical data gathered by means of this questionnaire forms the basis of global and regional analyses carried out by the UPU International Bureau in the postal development field. It also provides information on each Post, i.e. designated postal operators (previously known as public postal operators) for publication in the *Postal Statistics* yearbook and the online UPU Postal Statistics database, at www.upu.int/en/resources.

The UPU's postal statistics therefore constitute:

- a simple benchmarking tool;
- a helpful database for bilateral relations; and
- a strategic decision-making tool for reacting to international market developments.

The *Postal Statistics* yearbook is complemented by two other publications: *Status and structure of postal entities in UPU member countries* and *Measuring postal e-service development*.

In order to be a tool for postal development, statistical data must be reliable. It is vital that each designated operator should make the necessary efforts to provide full, reliable data. The existence of high quality statistics is essential if the UPU and postal businesses are to be in a position to develop appropriate policies and manage their development. Unreliable or incomplete data can lead to misinformed decisions, which in turn lead to wasted resources.

2 General instructions

To help maintain the quality of the Postal Statistics database, you are asked to:

- complete all the headings of the questionnaire as carefully as possible;
- supply all the data you can, in order to minimize the amount of missing data;
- when a piece of data is not supplied, provide a reason using the codes NA (service does not exist), ND (service exists but data not available), NG (negligible amount) or 0 (quantity nil);
- return the questionnaire by the deadline, so that the International Bureau can publish the annual statistics by the end of the current year.

It would also be helpful if each designated operator would take steps to collect the data requested in the questionnaire. This will help to raise the standing of the postal statistics and strengthen their role as a decision-making tool.

3 Definitions

To ensure the consistency of the data and make the questionnaire easier to understand, definitions, and methods of calculation in some cases, are provided where necessary. Please read the definitions carefully before answering each question.

Staff

The number of staff includes established or unestablished staff under contract to the designated operator, not including persons employed by contractors, or temporary staff taken on during holiday periods or for occasional events. However, retired employees as well as workers in subsidiaries abroad (if applicable) should be excluded.

Full-time staff

Full-time staff means all employees performing their functions during normal working hours. Normal working hours means the number of working hours per week set by the designated operator for full-time employment.

Part-time staff

This covers all employees working for less than the normal number of working hours each week.

Percentage of female staff

This means the percentage of female staff compared to the total number of staff. The total number of staff corresponds to the sum of the number of full-time staff and the number of part-time staff. Management staff refers to staff carrying out functions that entail leading, planning, controlling or specialist functions.

Percentage of delivery staff

This means the percentage of delivery staff (postmen/letter carriers) compared to the total number of staff. The total number of staff corresponds to the sum of the number of full-time staff and the number of part-time staff.

Number of posts

This does not refer to the number of posts provided for in the budget, but rather the total workforce, expressed in terms of full-time posts, at 31 December. So, to calculate the number of posts, count the number of full-time staff plus the number of part-time staff, converted to full-time posts. For example, two persons working at 50% count as one full-time post.

Postal infrastructure

Postal establishments open to the public are post offices to which customers may apply for postal services. Sections of exchange offices or sorting offices offering similar services are also included in this category. These offices may be run by the designated operator or by third parties, and may be permanent or mobile.

Full-service permanent post offices are post offices to which, in principle, customers may apply for all postal services. This category also includes sections of exchange offices or sorting offices offering similar services.

Secondary permanent post offices are permanent post offices that generally have reduced services and/or limited opening times for the public. This category also includes:

- sections of exchange offices or sorting offices offering similar services;
- establishments other than the designated operator providing postal services on the basis of a contract with the designated operator (such as shops offering postal services).

Permanent post offices staffed by officials of the designated operator

This question refers to full-service and secondary post offices run by officials of the Post. Definitions of full-service permanent post offices and secondary post offices are given above.

Permanent post offices managed by people from outside the designated operator

This question refers to permanent and secondary post offices managed by people from outside the designated operator. Definitions of full-service permanent post offices and secondary post offices are given above.

Post offices in rural areas (including mobile post offices)

These are post offices located in rural zones. As no universal definition exists, country-specific divisions of rural/urban zones should be used.

Mobile post offices are offices installed in a train, a road transport vehicle or a boat which serve regions without permanent post offices. They deliver mail and offer post office counter services. This category also includes

rural delivery staff providing post office counter services on their rounds. Users can deposit parcels, letters or express items with them or make payments to them.

Post offices accepting financial transactions

Post offices accepting financial transactions include permanent offices and mobile offices (including rural delivery personnel) providing financial services (money orders, COD, payments, etc.).

Postal establishments not open to the public are those which carry out postal operations not involving customer contact. As such, they are not open to the public.

Sorting centres

Sorting centres are establishments whose main activity is sorting. Sorting sections of post offices open to the public and delivery offices are not included in this category.

Collection

This section of the questionnaire asks for information on the average number of collections by the designated operator of correspondence posted by customers in street letter boxes.

Collections from boxes not attached to post offices per working day in urban areas

This is the average number of collections (1, 2 or 3) per day from letter boxes not attached to post offices.

Collections from boxes not attached to post offices per week in rural areas

This is the average number of collections (1, 2, 3, 4, 5, 6 or 7) per week from letter boxes not attached to post offices.

Letter boxes

Letter boxes are receptacles situated in the street or at the post office, for the posting of mail.

Delivery

The information requested in this section of the questionnaire concerns the delivery of ordinary mail, not including express mail.

Deliveries per working day in urban areas

This is the average number of ordinary mail deliveries (1, 2 or 3) per day.

Deliveries per week in rural areas

This is the average number of ordinary mail deliveries (1, 2, 3, 4, 5 or 6) per week.

Percentage of the population having mail delivered at home

This is the percentage of the population having mail delivered at their own home. Delivery to community cluster boxes is regarded as home delivery.

Percentage of the population without postal services

This is the percentage of the population living in regions in which there is no postal service.

Post office boxes

Post office boxes are boxes, pigeonholes, bags, parcel lockers, etc., placed in a postal establishment, to which customers' mail is delivered. This category also includes boxes situated at a public access point

Automated parcel lockers

These are electronically controlled booths for the self-service collection of parcels, packages and oversize letters. These lockers are most often located inside or outside high pedestrian traffic zones (e.g.: stations, shopping malls) or in purpose-built designated locations accessible 24 hours a day, seven days a week. Consumers generally need to register to use these services and are notified of a pick-up/collection from their selected locker by e-mail or SMS.

Number of postal establishments and public access points having post office boxes

This is the number of postal establishments and public access points which have post office boxes.

Percentage of items delivered to post office boxes

This is the percentage of items delivered to post office boxes, as a proportion of overall mail, as opposed to mail delivered to homes.

Example: of total mail deliveries, 80% of items are delivered to customers' homes and 20% to post office boxes.

Domestic quality standard for priority mail

This is the expected end-to-end transit time for domestic priority letter-post items. Usually, it is one (J+1), two (J+2) or three (J+3) days. If different standards apply for different routes within the country, then the shortest one should be chosen. Similarly, if multiple standards apply for the same route (e.g. J+1 "speed" and J+3 "reliability") only the shortest one should be indicated.

Example: in a given country, the standard for routes between and within cities may be J+1, whereas for routes between cities and rural areas it may be J+3. In this case, you would choose only J+1.

Quality target

This is the percentage of items to be delivered within the standard defined in the previous heading. The quality target is usually set by the regulator and ranges from 80 to 95%.

Performance level

This is the percentage of items actually delivered within the quality standard. This figure should be the annual result of a domestic quality measurement for the given year. If such a measurement does not exist, Global Monitoring System results (domestic performance for incoming international mail) should be used.

Postal income per product

The table should reflect the distribution of the total income per business line.

It is important to note that income derived from postal payments should be assigned to "postal financial services" and not "other products".

Financial results

Data are to be supplied by designated operators in their national currency; the International Bureau will then convert them to SDR at the IMF exchange rate of 31 December of the year in question.

Operating revenue

Operating revenue comprises:

- income from the sale of services: postal charges (stamps, franking marks, etc.), income from passenger transport operations, the giro service, the postal savings bank service or the post bank;
- remuneration for transport and delivery of international mail;
- remuneration from public or private non-postal operators (e.g. road, rail or sea carriers);
- various subsidies received (state, community, public or private institutions);
- other operating income (e.g. insurance policies sold by the designated operator).

Operating costs

Operating costs comprise:

- staffing costs (salaries, social contributions, staff benefits, other staffing expenses);
- taxes, payroll taxes, other taxes and contributions;
- depreciation (amortization) of tangible assets (including transport equipment, computer equipment, other logistical postal service facilities, buildings, land), and intangible assets (licences, patents);
- domestic and international mail transport costs (e.g. road, rail, sea or air carriers);
- remuneration paid to public or private operators, including terminal dues and rates paid to other postal operators;

- various subsidies paid to the state, community, or public or private institutions;
- other operating costs (rental and maintenance of premises, advertising, market research, insurance, other administrative costs, etc.).

Net result (after tax)

The net result of a business is equal to the sum of its income over a given period, minus all its expenditure (operating, financial and extraordinary expenditure) over the same period, and minus corporation tax. The net result may therefore be either a loss (negative net result) or a gain (positive net result).

Subsidies received

This means transfer payments paid to businesses or public bodies in compensation for persistent losses (e.g. negative operating results) in their economic activity, as a consequence of prices that are set below the average production cost, resulting from an express economic or social policy of the government (including universal service obligation).

Investments

Investment is an economic operation aimed at acquiring production assets or tangible or intangible assets which permit the production of other goods and services and which are durable (used for a number of financial years). In concrete terms, investment may consist of purchasing ground, buildings or machines, but also buying software, research costs, purchasing patents, etc.

Letter post and communication products

Letter-post items essentially consist of letters and postcards, aerogrammes, printed matter (newspapers, periodicals), addressed or unaddressed advertising materials, small packets, items for the blind and, where applicable, in the domestic service, commercial papers, samples of merchandise, small packets, etc.

Merchandise items are those that contain commercial products, normally identifiable by their dimensions. Classifications may vary depending on the postal organization. For example, if one dimension is much lower than the other two (flat), the item may be classed as a document rather than merchandise. The country-specific classification should be used.

Advertising items

Advertising mail refers to items which contain mainly advertising. They can be of two categories: addressed and unaddressed items. It often also comprises printed matter ("all boxes" or targeted).

Newspapers and periodicals

This refers to copies of newspapers and periodicals dispatched and delivered by the designated operator in the domestic service.

Basic tariff

This is the tariff for a priority letter-post item within the first weight step, expressed in national currency. If this tariff depends on distance/zone, the lowest one should be indicated.

Hybrid mail

Hybrid mail

Hybrid mail is an electronic-based postal service whereby the sender posts the original message in either a physical or an electronic form, after which it is electronically transmitted and converted into a letter-post item for physical delivery to the addressee. It might also contain advertising items. The original transmission might be converted into other than physical means, such as fax, e-mail, or SMS. It might be converted to multiple means.

For a more detailed definition of letter post, please refer to the Convention Manual.

Express items

Items (documents and merchandise) forwarded and delivered in the most rapid way. For international flows, these are EMS items.

Postal parcels

A distinction should be made between international and domestic service.

In international service, *postal parcels* are items conveyed under the conditions of the Convention and the Parcel Post Regulations.

For a more detailed definition of postal parcels, please refer to the Convention Manual.

As regards domestic parcels, the country-specific definition should be used.

Other traffic information

Total weight transported denotes the weight expressed in kilogrammes of all categories of items transported domestically or bound for international export. If the exact figure does not exist the best possible estimate could be used (based for example on the measurement of average filling of trucks or on sampling studies of average item weight).

Trackable items are postal items equipped with an identifier (e.g. a barcode) which enables their recognition by an electronic tracking system, however, they need not necessarily allow for customer claims. In other words, tracked items may comprise more than parcels, express items and registered letter post.

Financial services

Payments

These are transfers of money from one party to another, in cash or electronically. Payments can be processed directly by the postal operator or in partnership with government agencies, money transfer operators, utility companies, insurance companies, microfinance institutions and banks, etc.

Government payments

These are payments processed by a postal operator on behalf of a government agency. They can be initiated either by an individual (person-to-government payment) or by a government agency (government-to-person payment). They include pensions, social transfers, tax payments and government services' payments, but exclude payments to utility companies.

Bills

These are payments processed by the postal operator on behalf of an individual to pay for the services of a third-party company, generally utility companies (water, electricity, telephone, TV).

Money orders

Money orders are cash or electronic transfers from person to person where the postal operator is used either at the point of issue, payment or both. They include paper-based money orders as well as electronic ones.

International service

International service includes all cross-border payments processed by a postal operator. They include international remittances offered in partnership with a money transfer operator, a bank, a mobile money operator or any other provider, as well as international remittances offered directly by the postal operator.

Giro/checking/current accounts

These are accounts used to process payments from which money may be withdrawn without notice, typically catering for frequent deposits and withdrawals by cheque, debit card or any other payment instruments.

Dormant accounts

Giro, checking or current accounts that have seen no activity, other than for posting of interest, in the last 12 months.

Savings bank or postal bank

The figures for the postal savings bank or postal bank relate to the number of accounts open at the end of the period and the total assets held in these accounts, representing the credit balance.

Connectivity

Permanent post offices using counter automation systems

A computer system and related electronic network installed within postal outlets to automate over-the-counter customer-related activities including retail services, postal financial services, government agency-related transactions and other business transactions at postal counters.

Permanent post offices connected to an electronic network

An electronic network is a communications infrastructure installed between retail outlets, district, regional, and headquarters locations that allows the offices to share information and data. In many cases it is used to link counter automation systems together. The network should be using permanent or semi-permanent connections, and in the most advanced form will also provide direct Internet access for post offices.

Number of post offices with broadband Internet access

This refers to the number of post offices (whether or not managed by the designated operator) that have a broadband internet access. Broadband Internet access is defined as a fixed or wireless to the public Internet at downstream speeds equal to, or greater than, 256 kbit/s. The broadband Internet connection can be used for operational purposes, e.g. to make electronic money transfers (through the Internet), or offered to the public through Internet access points.

Public Internet access points

This means facilities offered by the designated operator which enable the public to access the Internet, either continuously or at particular times. These points must be equipped with at least one public Internet terminal.

Number of post offices providing Internet access points

This refers to the number of post offices (whether or not managed by the designated operator) providing public Internet access points.

Please read the definitions carefully when completing the questionnaire

The data supplied in this part of the questionnaire will be published unless you request that they are not published. In the latter case, the data will be treated confidentially and used only to calculate the totals needed for analysis of the worldwide and regional situation.

Staff

| Number of staff | | Number |
|-----------------|---|--------|
| 001 | Number of full-time staff (at 31 December) | |
| 002 | Number of part-time staff (at 31 December) | |
| 003 | Total number of staff | |
| 005 | Female staff (as a percentage of the total number of staff) | % |
| 007 | Female <i>management</i> staff (as a percentage of the total number of <i>management</i> staff) | % |
| 006 | Percentage of delivery staff (as a percentage of the total number of staff) | % |
| 004 | Please indicate the number of posts (at 31 December) | |

To calculate the number of posts, count the number of persons working full-time plus the number of persons working part-time converted to full-time posts. For example, two persons working at 50% count as one full-time post.

Postal infrastructure

| Postal establishments open to the public | | Number |
|--|--|--------|
| 101 | Permanent post offices staffed by officials of the designated operator | |
| 102 | Permanent post offices (including shops and business outlets offering postal services) managed by people from outside the designated operator | |
| 103 | Post offices in rural areas (including mobile post offices) | |
| 104 | Post offices accepting financial transactions (permanent and mobile, whether or not managed by officials of the designated operator) | |
| Postal establishments not open to the public | | Number |
| 105 | Sorting offices (excluding delivery offices) | |

Collection

| Mail collection | | Number |
|-----------------|---|--------|
| 201 | Average number of collections from letter boxes not attached to post offices <i>per working day</i> in urban areas | |
| 202 | Average number of collections from letter boxes not attached to post offices <i>per week</i> in rural areas | |
| 203 | Number of letter boxes (boxes sited in streets and in post offices) | |

Delivery

Questions on delivery (except for 309) refer solely to letter post

| Mail delivery | | Number |
|---------------------------|--|--|
| 301 | Average number of deliveries <i>per working day</i> in urban areas | |
| 302 | Average number of deliveries <i>per week</i> in rural areas | |
| | | Percentage |
| 303 | Percentage of the population having mail delivered at home | % |
| 304 | Percentage of the population having to collect mail from a postal establishment | % |
| 305 | Percentage of population without postal services | % |
| | | TOTAL = 100% |
| | | Number |
| 306 | Number of post office boxes | |
| 308 | Number of postal establishments and public access points having post office boxes | |
| | | Percentage |
| 307 | Percentage of items delivered to post office boxes | % |
| | | Number |
| 309 | Number of automated parcel lockers | |
| Quality of service | | Days |
| 310 | Domestic quality standard for priority mail | <input type="checkbox"/> J+1 <input type="checkbox"/> J+2 <input type="checkbox"/> J+3 |
| | | Percentage |
| 311 | Domestic quality target for priority mail | |
| 312 | Annual performance level | |

Postal revenue per product

Please indicate the income (in %) from each postal products.

| | | Breakdown of income (%) |
|-----|---|-------------------------|
| 401 | Letter post | % |
| 402 | Parcels, express and logistics services | % |
| 403 | Postal financial services | % |
| 404 | Other income | % |
| | | TOTAL = 100% |
| 405 | Percentage of total income derived from philately | |

Financial results

| Financial results | | Total amount (in national currency) |
|-------------------|----------------------------|-------------------------------------|
| 502 | Operating revenue | |
| 503 | Operating costs | |
| 504 | Operating result (502–503) | Profit: |
| | | Loss: |
| 509 | Net result (after tax) | Profit: |
| | | Loss: |
| | | Total amount (in national currency) |
| 560 | Subsidies received | |
| | | Total amount (in national currency) |
| 570 | Investments | |

Letter-post and communications products

| Letter-post items | | Total number of items (LC + AO, or priority items + non-priority items) |
|-------------------|----------------------------------|--|
| 601 | Domestic service | |
| 602 | International service – dispatch | |
| 603 | International service – receipt | |

| Newspapers and periodicals | | Number of copies | 614 Included in letter post? |
|----------------------------|---|------------------|--|
| 612 | Domestic service | | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 613 | Please indicate whether periodicals are included in these figures | | Yes <input type="checkbox"/> No <input type="checkbox"/> |

| Tariffs | | Amount (in national currency) |
|---------|--|-------------------------------|
| 630 | Basic tariff for a domestic priority letter (first weight step) | |

Advertising items

| Domestic service | | Number of items | 617.1 Included in letter post? |
|-------------------------|-------------------|-----------------|--|
| 615.1 | Addressed items | | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 615.2 | Unaddressed items | | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 615.3 | Total | | |

If you do not have details of addressed and unaddressed items, please indicate the total and the approximate percentages of each category.

| International service – dispatch | | Number of items | 617.2 Included in letter post? |
|---|-----------------|-----------------|--|
| 616 | Addressed items | | Yes <input type="checkbox"/> No <input type="checkbox"/> |

Hybrid mail

| Hybrid mail | | Number of items | 620 Included in letter post? |
|--------------------|------------------|-----------------|--|
| 618 | Domestic service | | Yes <input type="checkbox"/> No <input type="checkbox"/> |

Express items

| Express items | | Number of items |
|----------------------|--|-----------------|
| 650 | Domestic service | |
| 651 | International service (EMS) – dispatch | |
| 652 | International service (EMS) – receipt | |

Postal parcels

| Postal parcels | | Total number of items |
|-----------------------|----------------------------------|-----------------------|
| 701 | Domestic service | |
| 702 | International service – dispatch | |
| 703 | International service – receipt | |

Other traffic information

| Total weight transported | | Total kilogrammes |
|---------------------------------|--|-------------------|
| 750 | Domestic and international dispatch, all categories together | |

| Trackable items | | Total number of items |
|------------------------|--|-----------------------|
| 751 | Domestic and international dispatch, all categories together | |

Postal financial services

Payments

If your business does not offer a particular product, please write "NA".
 If a particular service exists but data are not available, please write "ND".
 The amount of money orders should be indicated in the national currency.

| Domestic service – composition of payments | | Number of payments (sent in paper form, by electronic means or by other communication methods) |
|---|---------------------|---|
| 801 | Government payments | |
| 802 | Bills | |
| 803 | Money orders | |
| 804 | Total | |

| International service – Dispatch | | TOTAL* (sent in paper form, by electronic means or by other communication methods) |
|---|--------------------|---|
| 809 | Number of payments | |

| International service – Receipt | | TOTAL* (sent in paper form, by electronic means or by other communication methods) |
|--|--------------------|---|
| 817 | Number of payments | |

Giro and checking accounts

825 Please indicate as appropriate:

- your business is the provider of this service
 your business provides this service in cooperation with another institution
 your business does not provide this service

| | | |
|-----|---|--|
| 826 | Number of accounts (at 31 December) | |
| 827 | Percentage of dormant accounts (at 31 December) | |

Savings bank or postal bank

828 Please indicate as appropriate:

- your business is the provider of this service
 your business provides this service in cooperation with another institution
 your business does not provide this service

| | | |
|-----|---|--|
| 829 | Number of accounts (at 31 December) | |
| 830 | Year-end assets in accounts (at 31 December) (amount in national currency) | |

Connectivity

1001.0 Does your business offer **public Internet** access points? Yes No

| | | Number |
|--------|--|--------|
| 1001.1 | Permanent post offices providing public Internet access points (whether or not managed by officials of the designated operator) | |
| 1001.2 | Permanent post offices connected to an electronic network (whether or not managed by officials of the designated operator) | |
| 1001.3 | Permanent post offices using counter automation systems (whether or not managed by officials of the designated operator) | |
| 1001.4 | Permanent post offices with broadband Internet connection used for operational purposes or offered to the public (whether or not managed by officials of the designated operator) | |

E-services

Istanbul Congress resolution C 11/2016 advocates the "expansion of the contents of the UPU postal statistics to include the development of postal e-services". We therefore invite you to provide answers for and comments on the two questions below. Your responses will help us to optimize future questions relating to e-services that are fully in line with the purpose and scope of the official postal statistics.

Electronic services may include:

- Internet postage/e-stamps;
- Bill payments via the Internet;
- Online ordering of goods;
- Direct mail via the Internet;
- Hybrid mail;
- Track and trace;
- Notifications via SMS, etc.

| | | Number |
|------------------|---|--------|
| 1002.1 | Total number of electronic transactions The figure should be a complete count of all the transactions falling in the above categories and coming from public and private access points (including mobile applications). In other words, it should represent the sum of the number of postal items generated via the Internet, bills paid via the Internet, queries of the track and trace systems, etc. | |
| 1002.2 | Total number of users of electronic services This figure can be an estimate, based either on surveys or derived from data related to e-transactions (see question above). | |
| <i>Comments:</i> | | |
| | | |

Additional comments

Thank you for taking the time to complete this questionnaire.