



European  
Commission

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# glossary of postal statistics

technical notes

Revision 2014



# 1. INTRODUCTION

## Source of postal data

In the context of the present survey, the European Commission receives data on postal services from the National Regulatory Authorities .

## Symbols used

na: Data not available  
x: Not applicable  
c: Confidential  
e: Estimated

## General observations/instructions

Member States must provide extra detailed comments and/or footnotes to the data when there are:

**1.** Major increases or decreases of data volumes between reference years

**2.** If data is not provided as predefined in this glossary. For instance, you should provide an explanatory footnote:

- If quality indicators are provided in a percentage other than the assumed indicator of D+1 (QOS 801).

**3.** If data is not provided at all, use the above symbols and/or provide an explanation. When the indicator is equivalent to zero please place a 0 in the relevant excel cell (as this is not always obvious to an external reader).

**4.** The USP(s) and the non-USP(s) data could be retrieved if the NRA conducts a targeted questionnaire based survey. In this case, the timing/ quality of the data collection process would improve if each NRA counterchecks the USP(s) data via its homepage or annual reports. If data is missing, it is expected that each NRA would directly contact their designated USP. In the cases where it is absolutely necessary to provide estimates, please report the method in a footnote.

## **5.** Data collection for non-USPs by NRA's: complete coverage or sampling

If not covering all operators, the NRAs shall define for their country a representative sample and collect the data of the pre-defined sample according to the questions and structure of the Data collection on Postal Services questionnaire. The sample may be based on

the top 20 biggest operators in the national postal services markets (based on their volume/turnover derived from postal services) or on the group of postal services operators representing 90% of the total postal services volumes or market turnover.

The NRAs must inform the European Commission whether the provided data on non-USPs come from:

A. **All:** non-USPs (this may be the case in some countries where there are only few new operators), or

B. **A representative sample:** If this is the case then:

- Specify the method for defining the representative sample, and
- Specify the reply rate from non-USPs

This information should be reported at the end of the questionnaire (in the Reporting Scheme Section).

## Definitions used in this Glossary

**1. Postal Services** are, (according to Art 2.1 and art 2.6 of the Postal Services Directive), those services involving the clearance sorting transport and distribution of postal items (items addressed in the final form in which it is to be carried by the postal service provider. In addition to items of correspondence, such items include for instance books, catalogues, newspapers, periodicals and postal parcels containing merchandise with or without commercial value). Postal services refer to postal operations and CEP (courier/express/parcels) services. The definition excludes unaddressed items.

**2.** For the purpose of this questionnaire, the notion of **Universal Service Provider(s) (USPs)** means the postal operator(s) that is/are designated (directly or indirectly, see NUM701.01) to provide the universal service obligation within the universal service area.

## **3. Universal Service Area (USA)**

comprises the postal services provided by the (designated) Universal Service Provider(s) that fall under the universal service obligation, as well as the postal services that fall within the scope of universal service, according to Art. 9 paragraph 2 of the Postal Services Directive and that are provided by other companies (see NUM701.02 below).

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<sup>1</sup> Article 22a

## 2.POSTAL MARKET INDICATORS

### 2.1 EMPLOYMENT

#### EMP 101: Number of persons employed in the provision of postal services domestically

**1. Postal services includes postal operations and CEP (courier/express/parcels) services.** The employment indicators notably exclude staff exclusively working in companies' other activities such as financial services (i.e. money orders, giro and savings bank or postal bank services).

**2.** The indicator of domestic employment refers to the number of persons employed in postal services within the economic territory of the country of reference.

This indicator **includes**:

- Persons who work in the postal services operator, and are paid by it, with definite or indefinite duration contracts.
- **Persons absent for a defined period** (i.e., sick leave, paid leave, maternity leave or special leave), and also those on strike, but not those absent for an indefinite period.

**3.** The employment indicators are reported as follows: in **Head Count** (actual number of employees), and in **Full Time Equivalents (FTE)** <sup>2</sup>.

Note:

**1.**The number of persons employed should be measured as an **average over the reference year**<sup>3</sup>.

**2.Full-Time Equivalent** (i.e. the number of full-time equivalent jobs), is defined as total hours worked divided by average annual hours worked in full-time jobs<sup>4</sup>.

### 2.2 POSTAL ENTERPRISES

#### NUM701: Number of enterprises providing postal services

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<sup>2</sup> An FTE of 1.0 means that the person is equivalent to a full-time worker, while an FTE of 0.5 signals that the worker is only employed half-time.

<sup>3</sup> The annual average should be measured using at least data for each quarter (according to the definition in the Structural Business Survey from EUROSTAT).

<sup>4</sup> OECD definition

This indicator includes the total number of enterprises providing postal services. The count refers to the population concerned in the business register corrected for errors. Only active enterprises which either had turnover or employment at any time during the reference period should be included. Dormant (temporarily inactive) and inactive enterprises are excluded. This statistic should include all enterprises active during at least a part of the reference period.

The statistics in this group should include all postal services operators active on 1 January of the reference year.

$$\text{NUM701}=\text{NUM701.01}+\text{NUM701.02}+\text{NUM701.03}$$

Note:

In order to avoid double-counting, only one of the next three licensing/authorisation options should be selected per enterprise.

Operators holding both a licence and a general authorization should be recorded in the category "NUM701.02" (see below). The designated operator should be recorded in the category "NUM701.01" (see below).

#### NUM701.01: Companies providing the universal service under direct or indirect designation

This indicator refers to **designated postal operators that are under any form of legal obligation providing a universal service** or parts thereof within a Member State; irrespective of the legal instrument required to do so (e.g. authorization; public procurement; direct designation by law/legislative act or indirect designation by virtue of the obligation to inform in advance the competent national authority of the intention not to provide universal services for certain parts of the territory or parts of the universal service).

#### NUM701.02: Companies providing postal service under individual license

An individual licence refers to an authorisation<sup>5</sup> which is granted by a national regulatory authority for the provision of the postal services within the scope of universal service and, where the undertaking is not entitled to exercise the rights concerned until it has received the decision by the national regulatory authority.

#### NUM701.03: Companies providing postal service under general authorisation

A general authorisation refers to an authorisation for services outside the scope of universal service, which does not require the undertaking concerned to obtain an explicit decision by the national regulatory authority before exercising the rights stemming from the authorisation.

## 2.3 FINANCIAL RESULTS

### FIN 303: Turnover: Total turnover from the provision of domestic postal services

Turnover comprises the totals invoiced by the postal operator during the reference period, for market sales of services supplied to third parties. **Receipts from foreign operators are also included.**

Turnover includes:

- all duties and taxes on the services invoiced by the postal services operator with the exception of the VAT invoiced by the operator vis-à-vis its customer as well as other similar deductible taxes directly linked to turnover.
- all other charges (transport, packaging, etc.) passed on to the customer, even if these charges are listed separately in the invoice.
- Reduction in prices, rebates and discounts as well as the value of returned packing must be deducted.

Turnover excludes:

- Income classified as other operating income, financial income and extra-ordinary income in company accounts
- Operating subsidies received from public authorities or the institutions of the European Union.

Note:

1. Indirect taxes can be separated into three groups.

(i) The first comprises VAT and other deductible taxes directly linked to turnover, which are excluded from turnover. These taxes are collected in stages by the enterprise and fully borne by the final purchaser.

(ii) The second group concerns all other taxes and duties linked to products which are either 1) linked to turnover and not deductible or 2) taxes on products not linked to turnover. Included here are taxes and duties on

imports and taxes on the production, export, sale, transfer, leasing or delivery of goods and services or as a result of their use for own consumption or own capital formation.

(iii) The third group concerns taxes and duties linked to production. These are compulsory, unrequited payments, in cash or in kind which are levied by general government, or by the Institutions of the European Union, in respect of the production and importation of goods and services, the employment of labour, the ownership or use of land, buildings or other assets used in production irrespective of the quantity or the value of goods and services produced or sold.

### FIN 303.01: Turnover - services within the scope of universal service area

In this entry, NRAs should report the aggregated turnover attributed to the Universal Service Area, which is reported in the annual regulatory accounts of the (designated) USP(s) and operators providing services within the universal service area. (i.e. NUM701.02).

### FIN 303.02: Turnover - services outside the scope of universal service area

In this entry NRAs, should report the aggregated turnover attributed to the postal services of the operators providing services outside the scope of the universal service area.

Note:

To avoid double counting, FIN303.02 should not record financial flows already reported in the FIN303.01.

FIN 303=FIN303.01+FIN303.02

## 2.4 BREAKDOWN OF DOMESTIC TRAFFIC

This section refers to the number of items handled in postal services for the specified segments. **Domestic and incoming international items are dealt with separately within the DTR and ITR sections. Outgoing international mail is excluded in order to avoid double counting across countries.**

The breakdown of domestic traffic is requested by type of operator:

DTR401.XX.01: traffic attributed to the (Designated) Universal Service Provider(s), regarding the products in question.

<sup>5</sup> Authorisation is any permission setting out rights and obligations specific to the postal sector and allowing undertakings to provide postal services and, where applicable, to establish and/or operate postal networks for the provision of such services, in the form of a 'general authorisation' or 'individual licence.'

DTR401.XX.02: traffic attributed to the non-Universal Service Provider(s), operators holding a licence or/and a general authorization.

## 2.4.1: TOTAL DOMESTIC POSTAL SERVICES

DTR 401= DTR401.01+ DTR401.03

### DTR 401.01 Domestic letter post services

**Standard services** involving the clearance, sorting, transport and delivery, or services not significantly different from these originated and delivered in the country. This includes 1st and 2nd class and equivalent services.

- Letter-post items consist of addressed letters, postcards, registered and insured mail, other printed papers (newspapers, periodicals, catalogues, etc.), small packets (note), literature for the blind («phonopost» items, etc.), commercial papers, samples of merchandise, etc.

- Upper limit<sup>6</sup>: Size: 381mm x 305mm x 20mm; **Weight: maximum 2kg.**
- **It excludes Parcels.**

#### Note:

**1.** Large increases or decreases of volumes should be explained in the footnote/comment area.

**2.** For the purpose of this data collection exercise, in case the country can identify and isolate small packets figures, the latter should be included together with the statistics for parcels (DTR 401.03). However, in case countries have small packets figures (also) included in the letter stream, NRAs should provide this information in the footnote/comment areas, even if the number of these items is non-identifiable.

### DTR 401.01.OX.01 Bulk Mail

Bulk mail includes **transactional mail** (such as bills, invoices, financial statements and other non-identical bulk messages) and direct mail (a communication consisting solely of advertising, marketing or publicity material and comprising an identical message, except for the addressee's name, address and iden-

tifying number as well as other modifications which do not alter the nature of the message), delivered to the operator from the customer, mainly pre-sorted, in bulks.

DTR401.01=DTR401.01.01+DTR401.01.02

### DTR 401.03: Domestic Courier Express and Parcel Services, TOTAL

CEP services comprise courier, express and parcels services as defined below.

#### Courier services

Courier services are postal services in which the item is always under the responsibility of the same person.

It can contain any postal item (the distinction with freight transportation is made in consideration of the upper limits for parcels).

#### Express services

Express services are services featuring, in addition to greater speed and reliability in the collection, distribution, and delivery of items, all or some of the following supplementary facilities: guarantee of delivery by a fixed date; collection from point of origin; personal delivery to addressee; possibility of changing the destination and address in transit; confirmation to sender of receipt of the item dispatched; monitoring and tracking of items dispatched; personalised service for customers and provision of an à la carte service, as and when required. Customers are in principle prepared to pay a higher price for this service.

It can contain any postal item (the distinction with freight transportation is made in consideration of the upper limits for parcels).

#### Parcels services and ordinary parcels

Standard/ordinary postal services, and non-standard services except courier and express.

### DTR401.03.OX.01: Ordinary parcels

Ordinary parcels<sup>7</sup> are defined as items normally containing merchandise and sent by a standard/ordinary service, i.e. non-express and non-courier, and are carried by the designated USP or other postal operators. Parcels, which for this data collection exercise include small packets, are distinct from

<sup>6</sup> In case under national legislation these limits are exceeded, the NRA should provide the information in the footnote/comment area

<sup>7</sup> Basic parcel services without added-value service features

letter-post items and transportation freight respectively in consideration to lower and upper weight and size limits.

- Upper limit<sup>8</sup>: parcels weighing 10 Kg or 20 Kg

The NRAs are specifically required to indicate the volumes of ordinary parcels circulated by the USP(s) and by the non-USPs, under the codes DTR401.03.01.01 and DTR401.03.02.01 respectively.

**Note:**

Please indicate in the footnote/comment area if these volumes are based on a particular sample in your reference country.

**DTR401.03.02.02: CEP services provided by Express Operators**

Non-USP operators who are specialised in providing express services (see definition of express services above). In many cases express service is performed using the service provider’s own end-to-end delivery network.

**Note:**

For the purpose of this data collection exercise, express operators are treated as a sub-category of non USPs and its volumes should be included as well in the entry DTR401.03.02 (aggregated volumes of total Domestic Courier Express and Parcel Services provided by non USPs).

$$DTR401.03 = DTR401.03.01 + DTR401.03.02$$

**2.5 INTERNATIONAL EU TRAFFIC**

The NRAs are required to report the total of the international traffic [ITR501],

To avoid double counting NRAs are requested to provide information for **inbound** traffic only. International Traffic should be solely reported in this section and not in the domestic traffic of section 1.4.

The breakdown of International traffic follows the breakdown of the domestic traffic, using the same definitions but applied to the international inbound traffic only.

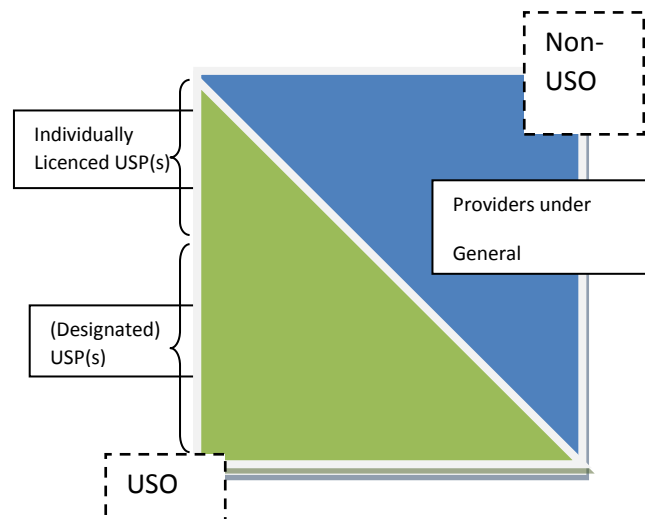
<sup>8</sup> For countries where the upper limit in the domestic market is 20 Kg under the national legislation, the NRA should provide this information in the footnote/comment.

**2.6 SIZE OF THE USO**

This section **DOES NOT** request the information previously requested in section 1.4 and 1.5. It requests information on the size of the Universal Service Area (Figure 1) which is a subsection of the domestic and international traffic. Depending on the definition of the Universal Service Area in each country, the NRAs are requested to complete the entries under the section USO601, applying the product definitions below.

The breakdown requested involves information from the (designated) universal service provider(s) [USO 601.xx.xx.01] and the licenced postal operators [USO 601.xx.xx.02].

Figure 1. Relationship between USO and non-USO based on the total Postal services market



$$USO601 = USO601.01 + USO601.03 + USO601.04 + USO601.05$$

**USO 601.01: Domestic Universal Letter-Post services, total**

A universal letter post service item is an item addressed in the final form in which it is to be carried by a licenced postal service provider. They **may** include:

- Items of correspondence (first and second class, when relevant): ordinary letters and postcards and addressed bulk mail (if not excluded from the USA).
- Other (addressed) letter-post items cover printed papers (generally weighing less than parcels) such as printed matter (journals, newspapers, catalogues, periodicals), and other specific items (i.e. literature for the blind and, as applicable in the domestic service, samples of merchandise, “phonopost” items).

- small packages containing merchandise with or without commercial value (Note1), in countries where it is part of the letter mail stream<sup>9</sup>.

**It excludes:**

- Unaddressed items.
- Parcels

Note:

The scope of the universal service area will vary according to the country. For example, some countries may not integrate bulk mail into universal letter mail services. In addition, other countries might include only first class mail as Universal Services and exclude the second class mail from their Universal Service Area<sup>10</sup>. The NRA should specify in section 2.1 what are the services included in the universal service area within its country.

Furthermore, as the scope of the universal service area can vary, the total domestic letter post services provided by the USPs may not be equal to the total domestic universal letter post services.

US0601.01=US0601.01.01+US0601.01.02+  
+US0601.01.04+ US0601.01.05+ US0601.01.06

### US0601.01.01: Ordinary letters and postcards

Ordinary letters include personalised letters, postcards, etc.

### US0601.01.02: Universal Bulk Mail

Note:

1. Some countries may not include bulk mail within the universal service area. In that case, this entry will be zero. For the definition of bulk mail, see above DTR 401.01.OX.01 in section 2.4.1.

2. When distinguishing between bulk mail and letters and postcards, the item's format and weight are not considered.

### US0601.01.04: Registered Mail

Registered items are services providing a flat-rate guarantee against risks of loss, theft or damage and supplying the sender, where appropriate upon request, with proof of the

handing in of the postal item and/or of its delivery to the addressee.

Note:

Some countries may not be able to split the figures between registered and insured mail, as a registered item may also be insured thus there is a risk of double counting. **Please include in the footnote area if this is the case in your reference country.**

### US0601.01.05: Insured Mail

Insured mail is mail containing securities or valuable documents or articles. Insured mail is insured for the amount of the value declared by the sender in the event of loss, theft or damage (i.e. an amount higher than a mere flat-rate).

### US0601.03: Domestic Universal Parcel Services

Domestic Universal Parcel Services are basic parcel services, without any added value service features, weighing up to 10 Kg or up to 20Kg.

Note:

1. The NRA should specify in the footnote/comment area what are the services included in the domestic universal parcel services within its country. For example, some countries may not integrate bulk parcels into universal parcels. In addition, other countries might / include only **parcel services up to 10Kg** as Universal Services and exclude heavier parcels from their Universal Service area.

2. For the purpose of this data collection exercise, in case the country can identify and isolate small packets figures, please consider small packets as distinct from letter post and include it together with the statistics for domestic universal parcels (USO 601.03). However, in case countries have small packets figures (also) included in the letter stream, NRAs should provide this information in the footnote/comment areas, even if the number of these items is non-identifiable.

3. Parcels should also be distinct from letter-post items and transportation freight

### US0601.04: International Universal Letter mail

The NRAs are asked to complete this entry using the part of the **inbound international** (sum of intra EU and extra EU) **letter mail** traffic that is considered to be a part of the universal service area. Outbound international letter mail is excluded.

<sup>9</sup> In this case, the NRA should provide this information in the footnote/comment area.

<sup>10</sup> Please indicate in the footnote/comment area in case the second class mail is excluded from the universal service area.

## US0601.05: International Universal Parcel Services

The NRAs are asked to complete this entry using the part of the inbound international (sum of intra EU and extra EU) parcel traffic that is considered to be a part of the universal service area. Outbound international parcel services are excluded.

### 2.7 ACCESS POINTS (only for USPs under direct or indirect designation)

#### ACC 201: NUMBER OF ACCESS POINTS

Physical facilities, including letter boxes provided for the public either on the public road or at the premises of the providers of postal services, where postal items may be deposited by customers for processing by postal operators.

The information requested refers only to the access point offered by the designated Universal Service Provider (s).

ACC 201= ACC201.01+ ACC201.02+ ACC201.03

#### ACC 201.01: (Post) Offices open to the public and Postal agencies

Offices open to the public refer to offices to which customers may apply for all postal services. They include mobile or fixed offices.

##### FIXED

**ACC 201.01.01: Full-service post offices/agencies/outlets** are «permanent» offices to which, in principle, customers may go to access all postal services, including sections of exchange offices or sorting offices offering similar services,

**ACC 201.01.02: Other post offices/agencies/outlets with reduced services<sup>11</sup>** are offices that offer a reduced range of services and/or have limited opening times for the public, including sections of exchange offices or sorting offices offering similar services

##### MOBILE

**ACC 201.01.03:** Mobile post offices are set up in a train, a road transport vehicle or a boat, which serve regions without permanent post offices. This category also includes rural delivery personnel providing services similar to the counter services of a post office (not just delivery). Users can also deposit parcels, letters or express items with them or make payments to them.

ACC 201.01= ACC201.01.01+ ACC201.01.02+ ACC201.01.03

#### ACC 201.02: Letter-boxes

Letter-boxes include those provided for the public either on the public highway or at the premises of the universal service provider, where postal items may be deposited with the public postal network by customers.

When counting the number of letter boxes one should refer to the number of geographical points where letter boxes are located, i.e. where several letter-boxes are placed together at the same place, they should be counted as one (e.g. two letter boxes existing at the same location, one aiming for collecting/depositing cross-border mail and the other for domestic mail).

#### ACC 201.03: Post office box

A post office box (P.O. Box) is a facility available to users at their request where the mail is delivered to instead of their actual postal address. It is regarded as a temporary address for mail.

### 2.8 QUALITY INDICATORS WITHIN THE SCOPE OF THE UNIVERSAL SERVICE (ONLY for USPs directly or indirectly designated)

The quality of postal service concerning transit times ( $D + n$ )<sup>12</sup> is described for both domestic and international (mail from intra-EU) service.

The traditional **quality indicator** of postal service is the percentage of letters delivered on time according to the national performance indicator stipulated by the NRAs, and the intra-EU (cross border mail) performance indicator stipulated by the Postal Services Directives (Annex II).

#### Domestic service

**QOS801:** % of letters (fastest standard category delivered on time according to national performance indicator (assumed to be D+1 working day)

##### Note:

If another performance indicator is used (other than D+1), the reference country should

<sup>12</sup> D represents the date of deposit, and n represents the number of working days which elapse between the date of deposit (D) and the date of delivery to the addressee).



state its standard in a footnote.

### International service

**QOS 803:** % of items delivered by D+3 (working days)

**QOS 804:** % of items delivered by D+5 (working days)

## 2.9 PRICES FOR 20 g QND, 1st class MAIL (Only for USPs directly or indirectly designated)

Prices of postal items vary significantly between EU Member States for several reasons. For reasons of comparability, **the price of a 1<sup>st</sup> class letter weighing less than 20 g is requested for the following three services:** domestic, intra-EU, and international. The price of a 2Kg parcel of the fastest standard category for domestic, intra-EU and international, is requested for the parcel segment.

Prices should be indicated as of **1 July** of the reference year. In case preferential tariffs are granted, (i.e. between certain countries) or if intra-EU and international tariffs vary by destination country, this should be explained in a footnote.

### PRI 901: Domestic letter service

List price for the handling of a **domestic standard (1<sup>st</sup> class) letter weighing less than 20 g** (universal service)

#### Note:

Please also provide in the footnote area the following information: (a) whether this price reflects a letter up to 50g<sup>13</sup>, and (b) the dimensions it covers.

### PRI 902: Intra-EU letter service

List price for the handling of a standard (1<sup>st</sup> class) intra-EU letter, weighing less than 20gr. (universal service)

### PRI 903: International (Extra EU) letter service

List price for the handling of an international standard (1st class) letter, weighing less than 20gr. (universal service)

### PRI 904: Domestic Parcel service

List price for the handling of a standard domestic parcel weighing up to 2Kg (Universal service)

#### Note:

Please, also provide in the footnote area the following information: (a) whether this price reflects a parcel up to 2Kg, and (b) the dimensions it covers.

### PRI 905: Intra EU Parcel service

List price for the handling of an **Intra EU** standard parcel (outbound), weighing up to 2Kg.

### PRI 906: International Parcel service

List price for the handling of an **International (Extra EU)** standard parcel (outbound) weighing up to 2Kg.

## 3 REGULATORY INDICATORS

The following indicators shall be completed by NRAs only.

### 3.1 UNIVERSAL SERVICES

Please indicate the category of services from the list that are included in the Universal service area of your reference country. Any services included in the USA which are not on the list should be added in the «Others» category with an explanation/description in the comment/footnote area.

### 3.2 TYPE OF AUTHORIZATION BY CATEGORY OF SERVICES

Please indicate the type(s) of authorisation(s) required for the provision of each of the broad listed categories of postal services (individual licence, general authorisation or no authorisation required).

If there are services within one category requiring different types of authorisations, please mention all types of authorisations relevant to that category and provide additional information in the comments/footnote area, mentioning the services and types of authorisations required in your reference country.

### 3.3. AUTHORITY TO COLLECT DATA

Please indicate the authority the NRA

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<sup>13</sup> Please indicate in the footnote/comment area in case the limits are different in your reference country.

possesses to collect data for each category of service, according to the type of operator (USP or non-USP) in your reference country.

If there are services within one category for which the NRA has different powers to collect data, please mention all types relevant to that category and provide additional information in the comments/footnote area, mentioning services and respective authority to collect data.

### 3.4. DATA COLLECTION METHODOLOGY

Please indicate, per type of operator:

1. the total number of enterprises providing postal services in the country,

2. the number of enterprises covered by the survey the NRA conducted in order to collect data for this questionnaire

3. the actual Number of Valid Responses to the questions given by the enterprises which participated in the survey

4. the response rate of the survey measured by the actual Number of Valid Responses divided by the number of enterprises covered by the survey  $((3)/(2))$

5. The representativeness of the valid replies measured by the actual Number of Valid Responses divided by the total number of enterprises providing postal services in the country  $((3)/(1))$



