

## Explanatory notes: dashboard

Doc v2.8, 2021.11.30

### Introduction

The dashboard provides a summary of all compliance measurements for the month being reported, with coloured cells indicating the level of compliance per indicator.

All details come from the other compliance reports.

All values displayed in the dashboard are a percentage of mail considered compliant with the standards.

An important aspect of the dashboard is that it includes a judgment on compliance criteria:

- Some issues reported in the detailed reports are not taken into account for the calculations in the dashboard, because they are considered of minor importance;
- The colours indicating a compliance level (red, orange, green) are set with different rules for each indicator. For example, 90% may be shown with different colors depending on the indicator. The levels were chosen with the objective to highlight areas requiring improvements.

The dashboard also displays the values of all indicators over the past 6 months (in page 2), to show their evolution over time.

Here is the aspect of the compliance dashboard received monthly by project participants:

Page 1:

### Compliance dashboard - June 2021

Operator: 

|   |
|---|
| overall compliance<br>90.2%<br>rank: 92 / 166 |
|---|

|                 |  |                                    |                                 |                                    |
|-----------------|--|------------------------------------|---------------------------------|------------------------------------|
| EDI indicators: | common features<br>100%<br>rank: 1 / 162 | PREDES<br>97.92%<br>rank: 54 / 154 | PRECON<br>100%<br>rank: 1 / 145 | CARDIT<br>92.31%<br>rank: 46 / 109 |
|                 | EMSEVT<br>99.72%<br>rank: 40 / 161       | RESDES<br>100%<br>rank: 1 / 156    | RESCON<br>100%<br>rank: 1 / 146 | ITMATT<br>98.23%<br>rank: 56 / 135 |

Other indicators:

|                                       |   |   |  |  |
|---------------------------------------|---|---|--|--|
| own IMPC<br>100%<br>rank: 1 / 188     | msg upgrade<br>100%<br>rank: 1 / 204      | 1st flight quality<br>25%<br>rank: 133 / 136        | EMSEVT unique events<br>97.36%<br>rank: 97 / 161 | ITMATT: sender address<br>92.55%<br>rank: 30 / 115 |
| partner IMPC<br>100%<br>rank: 1 / 183 | EDI connectivity<br>100%<br>rank: 1 / 188 | ongoing flight quality<br>33.33%<br>rank: 112 / 119 | EMA-EMC mismatch<br>99.36%<br>rank: 102 / 144    | ITMATT: dest address<br>8.21%<br>rank: 112 / 127   |
|                                       |   |   | unique dispatch ID<br>100%<br>rank: 1 / 195      |  |

Details per mail class:

| Mail class  | EMSEVT | PREDES | RESDES | ITMATT | EMSEVT unique events | ITMATT: sender address | ITMATT: dest address |
|-------------|--------|--------|--------|--------|----------------------|------------------------|----------------------|
| C (parcels) | 99.91  | 100    | 100    | 98.82  | 99.69                | 87.65                  | 8.24                 |
| E (EMS)     | 100    | 100    | 100    | 100    | 98.34                | 100                    | 10.71                |
| U (letters) | 99.06  | 94.74  | 100    | 96.39  | 91.67                | 100                    | 7.32                 |

Evolution per indicator in last 6 months:

| Type  | indicator              | 2021.01 | 2021.02 | 2021.03 | 2021.04 | 2021.05 | 2021.06 |
|-------|------------------------|---------|---------|---------|---------|---------|---------|
| -     | overall compliance     | 86.98   | 90.01   | 83.25   | 88.87   | 84.46   | 90.2    |
| EDI   | common features        | 100     | 100     | 100     | 100     | 100     | 100     |
|       | EMSEVT                 | 99.79   | 99.43   | 99.9    | 99.86   | 99.76   | 99.72   |
|       | PREDES                 | 97.96   | 100     | 98.08   | 100     | 100     | 97.92   |
|       | RESEDES                | 100     | 100     | 100     | 100     | 100     | 100     |
|       | PRECON                 | 97.5    | 100     | 97.62   | 100     | 100     | 100     |
|       | RESCON                 | 100     | 100     | 100     | 100     | 100     | 100     |
|       | CARDIT                 | 40      | 53.85   | 50      | 87.5    | 75      | 92.31   |
|       | ITMATT                 | 99.6    | 91.3    | 84.51   | 97.97   | 93.92   | 98.23   |
| other | IMPC own               | 100     | 100     | 100     | 100     | 100     | 100     |
|       | IMPC partner           | 100     | 100     | 100     | 100     | 100     | 100     |
|       | msg upgrade            | 100     | 100     | 100     | 100     | 100     | 100     |
|       | EDI connectivity       | 97.4    | 98.77   | 100     | 100     | 100     | 100     |
|       | 1st flight quality     | 33.33   | 40      | 0       | 0       | 0       | 25      |
|       | ongoing flight quality | 42.86   | 60      | 42.86   | 40      | 33.33   | 33.33   |
|       | unique dispatch ID     |         |         | 100     | 100     | 100     | 100     |
|       | EMSEVT unique events   | 96.28   | 96.94   | 96.59   | 97.11   | 98.04   | 97.36   |
|       | EMA-EMC mismatch       |         | 99.83   | 99.71   | 99.49   | 99.62   | 99.36   |
|       | ITMATT address - own   |         |         |         |         | 95.27   | 92.55   |
|       | ITMATT address - dest  |         |         |         |         | 9.72    | 8.21    |

## Report details

### Indicators

17 compliance indicators have been defined and are represented by individual boxes organized in two sections (EDI and non-EDI indicators). Each box contains 3 pieces of information:

- The indicator name
- The compliance value (between 0 and 100%) for the indicator
- The compliance level (background color: red, orange or green)

All calculations are based on information provided in the detailed reports. But some issues reported in the detailed reports are not taken into account here, when they are considered minor.

The percentage displayed for each indicator corresponds to the following calculation:

$$100 - (\text{<error count> / <total count>) \times 100$$

An overall indicator is also displayed in the top right corner of the first page. This indicator is simply the average of all other indicators.

### Indicators: calculation

The tables below indicate how the <total count> and <error count> are calculated for each indicator:

**EDI indicators:**

| <b>Indicator</b>   | <b>Total count</b>   | <b>Error count</b>  |
|--|--|---|
| <b>common features</b>   | total number of interchanges sent by the operator in the sampling period   | interchanges having at least one error among errors 200, 201 and 202 (error codes defined for the EDI compliance reports) |
| <b>EMSEVT</b>  | Total number of EMSEVT v3 events sent by the operator in the sampling period, for all EDI addresses combined       | EMSEVT events with at least one error counting for dashboard calculations   |
| <b>PREDES</b>  | Total number of PREDES v2.1 messages sent by the operator in the sampling period, for all EDI addresses combined   | PREDES messages with at least one error counting for dashboard calculations   |
| <b>RESDES</b>  | Total number of RESDES messages sent by the operator in the sampling period, for all EDI addresses combined        | RESDES messages with at least one error counting for dashboard calculations   |
| <b>PRECON</b>  | Total number of PRECON messages sent by the operator in the sampling period, for all EDI addresses combined        | PRECON messages with at least one error counting for dashboard calculations.  |
| <b>RESCON</b>  | Total number of RESCON messages sent by the operator in the sampling period  | RESCON messages with at least one error counting for the dashboard calculations   |
| <b>CARDIT</b>  | Total number of CARDIT v2.1 messages sent by the operator in the sampling period, for all EDI addresses combined   | Messages having at least one error counting for dashboard calculations  |
| <p><b>ITMATT</b><br/>                     The indicator is a combination of 2 sub-indicators, detailed below.<br/>                     The final indicator is obtained by multiplying the resulting ratios.</p> <p>Example:<br/>                     ITMATT structure issues: 0.1 (10% of messages with a structure issue) -&gt; 0.9 (90%) compliant<br/>                     ITMATT item issues: 0.4 (40% of items with an issue) -&gt; 0.6 (60%) compliant<br/>                     ITMATT indicator: <math>0.9 \times 0.6 = 0.54</math> (54%) compliant</p> |  |   |
| 1) ITMATT: structure issues  | Total number of ITMATT v1.5.0 messages sent by the operator in the sampling period, for all EDI addresses combined | Messages with a structural compatibility issue.   |

| Indicator                 | Total count   | Error count  |
|---------------------------|---|--|
| 2) ITMATT:<br>item issues | Total number of items in ITMATT v1.5.0 messages sent by the operator in the sampling period, for all EDI addresses combined | Items in ITMATT with at least one error counting for dashboard calculations. |

**Other indicators:**

| Indicator   | Total count  | Error count   |
|---|--|---|
| <b>own IMPC:</b>  |  |   |
| This indicator is calculated by combining 3 sub-indicators, as shown below.   |  |   |
| The total count is obtained by adding the count of each of the three sub-indicators below. Similarly, the total error count is the sum of the error count for each sub-indicator. |  |   |
| 1) Office of exchange   | Total number of dispatches sent during the month   | Number of dispatches sent for which the origin IMPC (=own IMPC) is not valid  |
| 2) Mail unit  | Total number of CARDIT messages sent during the sampling week, in which the origin office is provided  | Number of CARDIT messages sent in which the origin office (=own IMPC) is not valid.   |
| 3) Inbound coverage   | Total number of dispatches received during the month, except EMS dispatches of categories B and C.   | Number of dispatches received that no own IMPC is configured to receive, except EMS dispatches of categories B and C.   |
| <b>partner IMPC</b>   | Total number of dispatches sent during the month   | Number of dispatches sent for which the destination IMPC (=partner IMPC) is not valid, excluding those for which there is no valid destination IMPC<br><br>+ dispatches sent to special IMPCs, unless the operator has informed the UPU project team that mail is sent to the special IMPC on purpose |
| <b>msg upgrade</b>  | Total number of partner EDI addresses to which messages EMSEVT, PREDES and ITMATT are sent   | Number of partner EDI addresses to which messages EMSEVT v1, PREDES v2.0 and ITMATT v1.2.1 are sent when the newer message version is accepted (based on UPU code list 160a).   |
| <b>EDI connectivity</b>   | Total number of partner EDI addresses to which messages EMSEVT, PREDES and RESDES are sent, except addresses with pattern xx350 (EMSEVT for letters)<br><br>+<br><br>number of partner addresses from which EMSEVT and PREDES are received | Number of partners from whom EMSEVT is received but EMSEVT is not sent, and the address pattern is not xx350 (letters)<br>+<br>Number of partners from whom PREDES is received but RESDES is not sent<br>+<br>Number of partners to whom dispatches are sent but PREDES is not sent<br>+              |

| Indicator                           | Total count   | Error count   |
|-------------------------------------|---|---|
|                                     |   | Number of pending and refused links for patterns xx001, xx330 and xx101.  |
| <b>1<sup>st</sup> flight CARDIT</b> | Total number of flights in CARDIT appearing in the first position (in case several flights are provided).<br><br>A flight is identified by the airline code, flight number, origin and destination airports, departure and arrival dates. | Number of different flights in CARDIT appearing in the first position for which at least one of the five quality issues reported in report 'Flight issues in CARDIT' occurred.<br><br>NOTE: the first flight in CARDIT is normally the flight out of the own country, so it corresponds to the first transport segment. Posts may want to address issues with the 1 <sup>st</sup> flight with a higher priority than issues with ongoing flights. |
| <b>Ongoing flight CARDIT</b>        | Same as above, but for flights other than the 1 <sup>st</sup> flight in CARDIT.   | Same as above, for flights other than the 1 <sup>st</sup> flight in CARDIT.   |
| <b>unique dispatch ID</b>           | Total number of distinct dispatch identifiers appearing in PREDES messages sent during the month being reported   | Number of dispatch IDs also appearing in PREDES from previous months the same year, disregarding the last month (month of the report – 1)   |
| <b>EMSEVT unique events</b>         | Total number of events sent other than EDD, EDE and EMH, counting multiple events as one  | Events other than EDD, EDE and EMH sent multiple times per item, origin and destination EDI address   |
| <b>EMA-EMC mismatch</b>             | Total number of items having an EMA and an EMC event during the week used for detailed measurements   | Among the items having both EMA and EMC in the period, those for which the destination country differs between EMA and EMC.   |
| <b>ITMATT: sender address</b>       | Total number of items in ITMATT v1.5.0 during the week used for detailed measurements   | Items in ITMATT V1.5.0 for which the sender address does not fulfill at least one of the following conditions: <ul style="list-style-type: none"> <li>- Locality is valid</li> <li>- No postcode required in the country, or the postcode matches the locality (this implies that the postcode is valid)</li> <li>- No region required in the country, or the region matches the locality (this implies that the region is valid)</li> </ul>      |
| <b>ITMATT: dest address</b>         | Same as above   | Same as above, for the destination address  |

Indicators: colour codes

The colors displayed for each indicator are attributed based on the compliance value and depend on the indicator, as follows:

Overall indicator:

| <b>Indicator</b>   | <b>red</b> | <b>orange</b> | <b>green</b> |
|--------------------|------------|---------------|--------------|
| Overall compliance | <= 85      | 85 to 97      | > 97         |

EDI indicators:

| <b>Indicator</b> | <b>red</b> | <b>orange</b> | <b>green</b> |
|------------------|------------|---------------|--------------|
| common features  | <= 99.9    | 99.9 to 100   | 100          |
| EMSEVT           | <= 85      | 85 to 97      | > 97         |
| PREDES           | <= 85      | 85 to 97      | > 97         |
| RESDES           | <= 85      | 85 to 97      | > 97         |
| PRECON           | <= 85      | 85 to 97      | > 97         |
| RESCON           | <= 85      | 85 to 97      | > 97         |
| CARDIT           | <= 85      | 85 to 97      | > 97         |
| ITMATT           | <= 85      | 85 to 97      | > 97         |

Other indicators:

| <b>Indicator</b>              | <b>red</b> | <b>orange</b> | <b>green</b> |
|-------------------------------|------------|---------------|--------------|
| own IMPC                      | <= 99      | 99 to 99.9    | > 99.9       |
| partner IMPC                  | <= 97      | 97 to 99.5    | > 99.5       |
| msg upgrade                   | <= 95      | 95 to 99      | > 99         |
| EDI connectivity              | <= 95      | 95 to 99      | > 99         |
| 1 <sup>st</sup> flight CARDIT | <= 70      | 70 to 90      | > 90         |
| Ongoing flight CARDIT         | <= 70      | 70 to 90      | > 90         |
| unique dispatch ID            | <= 99      | 99 to 99.5    | > 99.5       |
| EMSEVT unique events          | <= 85      | 85 to 97      | > 97         |
| EMA-EMC mismatch              | <= 95      | 95 to 99      | > 99         |
| ITMATT: sender address        | <= 85      | 85 to 95      | > 95         |
| ITMATT: dest address          | <= 70      | 70 to 90      | > 90         |

In all cases, a special green (“flashy” green) is displayed when the value is exactly 100%.

[Indicators: ranking](#)

In each box displaying a compliance indicator, the ranking of the post is also provided, so that the post can compare its performance to other posts.

Two numbers are provided:

- Own ranking: the ranking of the own post, compared to others for which compliance calculations were made. For most indicators, calculations are performed only for project participants and if EDI messages corresponding to the indicator were sent in the period.  
The best ranking is #1. Several posts may share the same ranking. In that case, the next ranking is

incremented. For example, 40 posts may have 100% compliance for an indicator and share ranking #1. In that case, the post with the next ranking has ranking #41.

- Highest rank: the ranking of the post(s) having the worst compliance value for the indicator. More than one post may share this ranking.

### Details per mail class

This section provides details per mail class for indicators appearing in the previous section and for which calculations are possible per mail class: for EMS, letters and parcels.

All rules provided in the previous section apply here.

The objective of this section is to highlight issues specific to a mail class.

### Evolution per indicator in last 6 months

This section provides a table summarizing the value of each indicator in the last 6 months. The last column is for the month being reported and therefore repeats the current indicators displayed in the first page.

The objective of this section is to show the progress month after month for each indicator.