Quality Control System Finance

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QCS Finance

May 2026

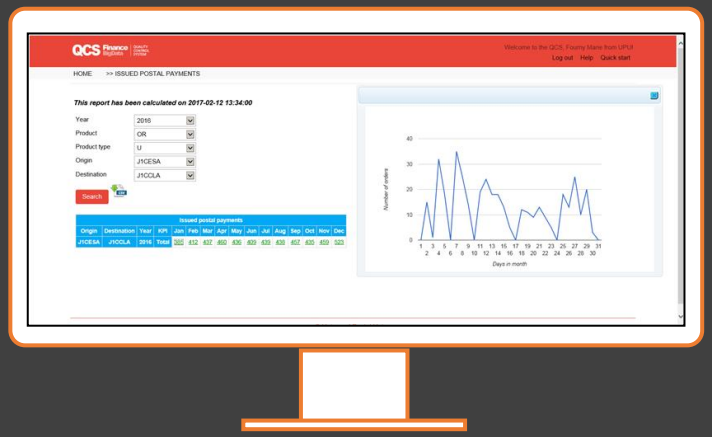
QCS Finance Big Data

Quality Control System

Centralized system to deliver online reports on postal payments flows

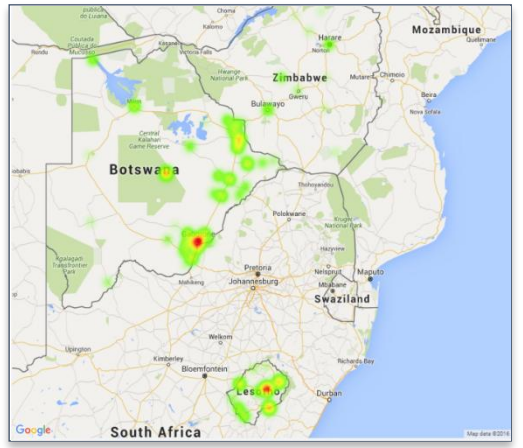
- Between operators using the PPS Network (UPU-IP), from/to connected networks and former EDI platform
- Based on **state-of-art "big data" technologies** (Hadoop) with pre-compiled reports for immediate access
- Improved user experience (faster answer times, revised navigation, heap maps)
- Reports on the Quality of Service standards set for the PosTransfer service

Free of charge Web application for users of the PPS network



QCS Finance Key reports

- **Message file/ operation flows**
- **Postal payment flows** (statistics on emissions, payments, etc)
- **Tracking events (issued, paid, cancelled, …)**
- **Quality of Service KPI**
  Time to payment
  Time to transmit the information
- **Cancellation requests KPI**
  Answered/unanswered requests



Custom reports

- **Heat maps**
- **Charts (pie, bar, trend)**
- **Flexibility to create more ad-hoc reports**

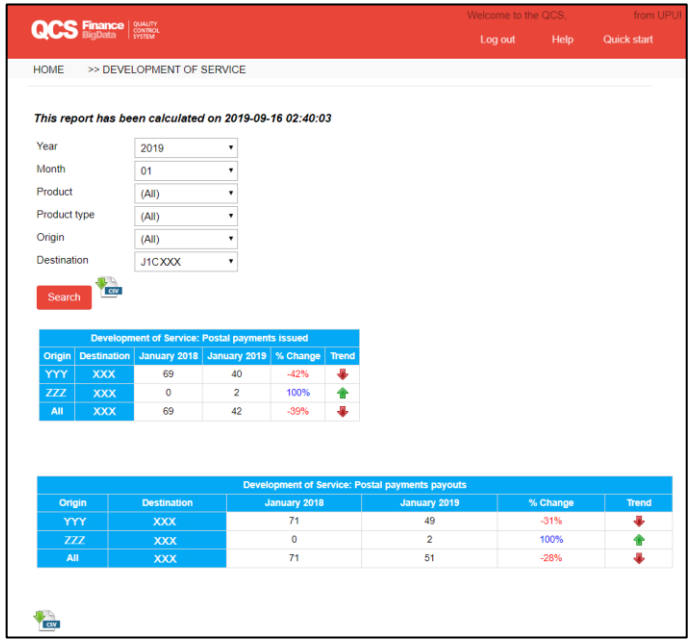
Track & Trace

Why using QCS Finance ?

What they represent…	Function	Can help business managers, technical staff, inquiry operators to
Quality of service standard reports 	- Efficiency of service - Development of service - Accessibility by Type of Service - Total Payout Time	- **Check quality of service being provided, area of improvements**
Postal payment events reports 	- Issued postal payments - Postal payment payouts - Cancellation requests	- **Control volumes statistics, marketing campaign on volumes**
Detailed Performance KPIs 	- Payment time vs Purchase time - DR/ED event time vs DS event time - NP event time vs Purchase time	- **Control delays on different activities**
Money Order Flows 	- Money Order Flows	- **Control business evolution compared to previous periods (year or month)**
Details of all EDI message files that have transited the FTP network, transmissions KPIs (only for EDI partners) 	- Message file flows - Monord transmission time vs DS event time - DR/ED event time vs Monord transmission time - Monord transmission time vs Purchase time - Payment time vs. Monord transmission time - Resord transmission time vs. Payment time - NP event time vs Monord time	- **Control EDI transmissions quality and delays with EDI partners**
Track and Trace 	- Message track and trace - Postal payment track and trace	- **Track individual operations and transactions**
Customized reports (user-defined)	Examples: - Top 10 sending countries (user-defined) - Top 300 emission/ payment locations (user-defined)	**Customized reports are created on request for sponsoring user groups or business partners.** - **Answer specific questions**

Quality of Service reports

- **KPIs** (Key Performance Indicators) regarding Posts
- Thresholds indicating acceptable **performance** with respect to the KPIs (red / blue), thresholds as defined by PPSUG
- Absolute **figures** and **percentages** with raw data **export**, **charts** / **maps**
- Data per partner and partners of exchange only



EFFICIENCY OF SERVICE

No. MOs paid / No. MOs issued by sending partner

No. MOs paid by receiving partner / No. of MOs issued

DEVELOPMENT OF SERVICE

No. of MOs issued m, y / No. of MOs issued m, y-1

Month by month comparison

ACCESSIBILITY BY TYPE OF SERVICE

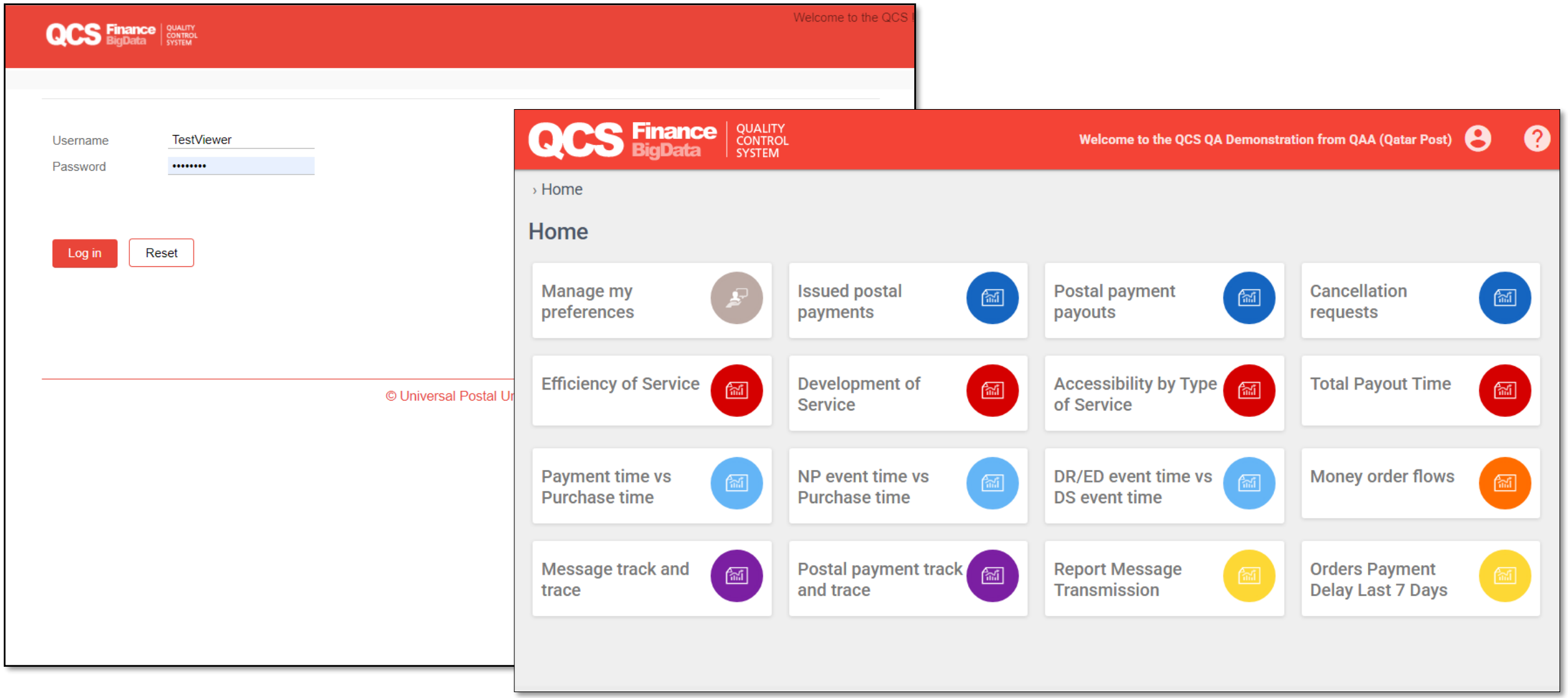
No. of Post Office branches providing Postal Payment Services

TOTAL PAY-OUT TIME

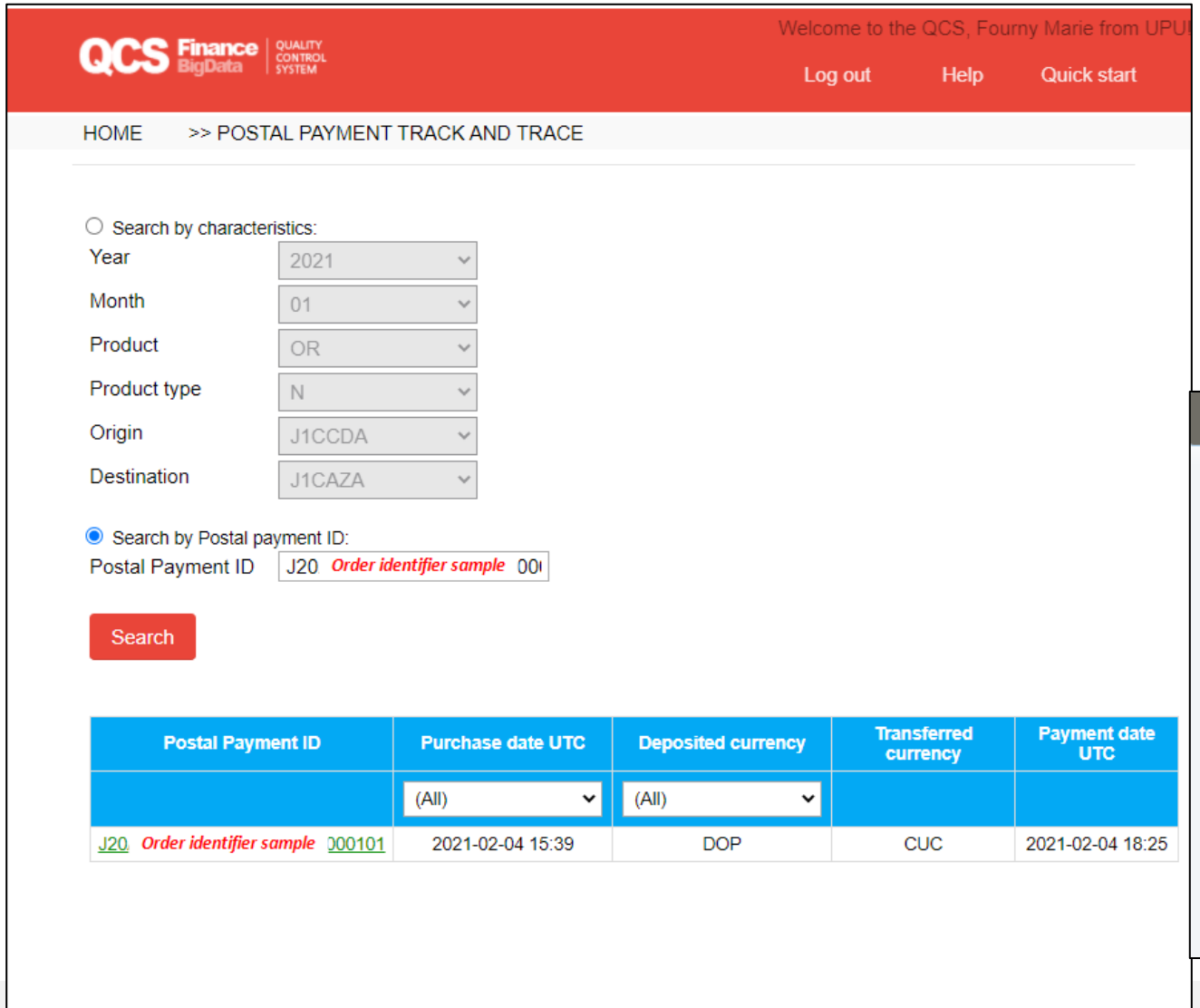
No. MOs paid on-time / No. MOs received

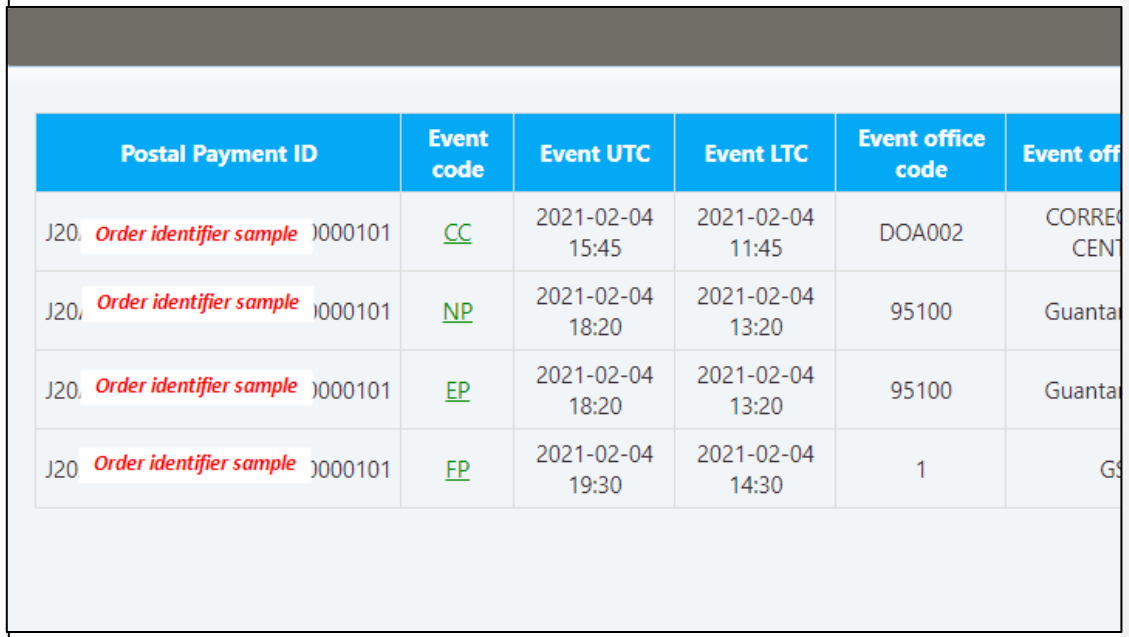
No. MOs paid on-time at destination / No. of MOs issued

QCS Finance – Sample interface access



QCS Finance – Sample reports





QCS Finance – Sample reports

QCS Finance BigData | QUALITY CONTROL SYSTEM

Welcome to the QCS, Fourny Marie from UPU!

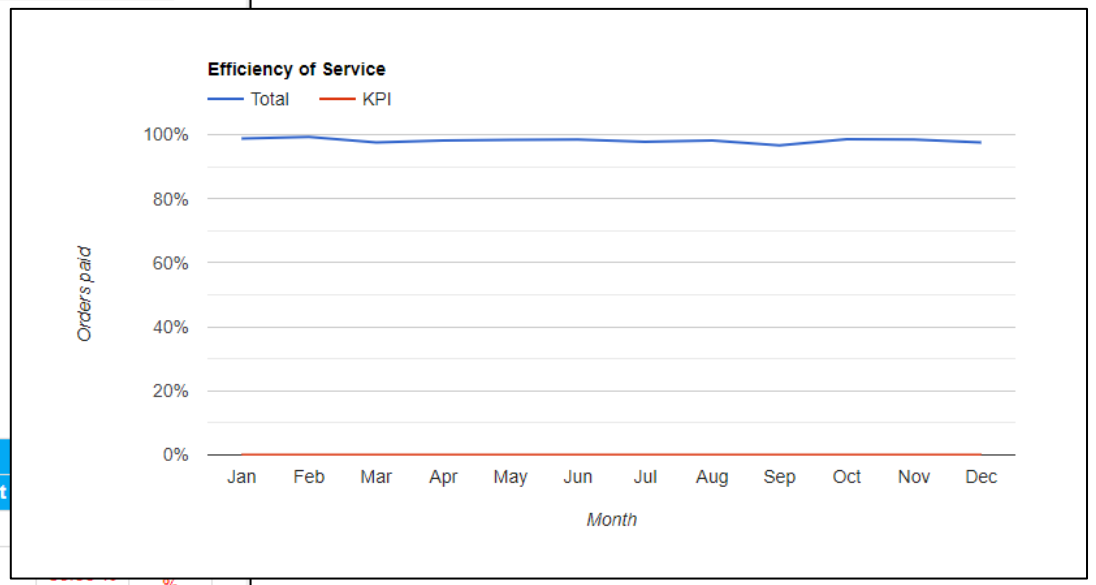
Log out Help Quick start

HOME >> EFFICIENCY OF SERVICE

This report has been calculated on 2021-02-16 14:44:00

Year: 2020
Product: (All)
Product type: (All)
Origin: J1CXXX
Destination: (All)
Display percentage: ☑

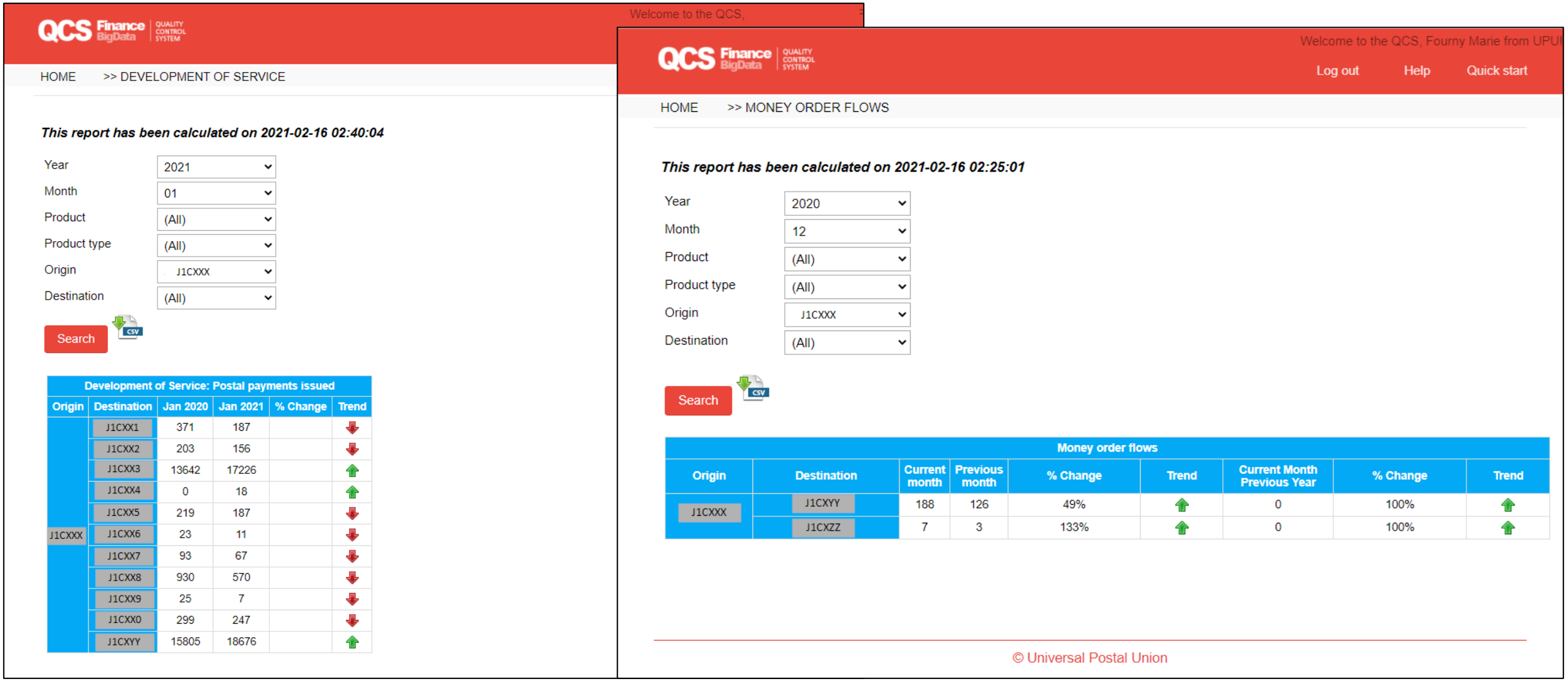
Search



Efficiency of Service

Origin	Destination	Year	KPI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	J1CXX1	2020	Total			1	2	2	8	6	4	3			
			Paid				50.00 %	100.00 %	50.00 %	66.67 %	50.00 %	100.00 %			
			Unpaid			100.00 %	50.00 %		50.00 %	33.33 %	50.00 %			50.00 %	25.00 %
	J1CXX2	2020	Total			1									
			Paid												
			Unpaid			100.00 %									
	J1CXX3	2020	Total	279	232	234	123	145	187	298	212	233	245	254	253
			Paid	97.49 %	99.57 %	91.45 %	94.31 %	95.86 %	96.79 %	96.31 %	98.58 %	98.28 %	97.96 %	98.03 %	95.65 %
			Unpaid	2.51 %	0.43 %	8.55 %	5.69 %	4.14 %	3.21 %	3.69 %	1.42 %	1.72 %	2.04 %	1.97 %	4.35 %
			Total	52	57	51	47	42	55	101	65	59	56	45	72

QCS Finance – Sample reports



QCS Finance BigData | QUALITY CONTROL SYSTEM

Welcome to the QCS,

HOME >> DEVELOPMENT OF SERVICE

This report has been calculated on 2021-02-16 02:40:04

Year	2021
Month	01
Product	(All)
Product type	(All)
Origin	J1CXXX
Destination	(All)

Search

Development of Service: Postal payments issued

Origin	Destination	Jan 2020	Jan 2021	% Change	Trend
J1CXXX	J1CXX1	371	187		↓
	J1CXX2	203	156		↓
	J1CXX3	13642	17226		↑
	J1CXX4	0	18		↑
	J1CXX5	219	187		↓
	J1CXX6	23	11		↓
	J1CXX7	93	67		↓
	J1CXX8	930	570		↓
	J1CXX9	25	7		↓
	J1CXX0	299	247		↓
	J1CXYY	15805	18676		↑

QCS Finance BigData | QUALITY CONTROL SYSTEM

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Log out Help Quick start

HOME >> MONEY ORDER FLOWS

This report has been calculated on 2021-02-16 02:25:01

Year	2020
Month	12
Product	(All)
Product type	(All)
Origin	J1CXXX
Destination	(All)

Search

Money order flows

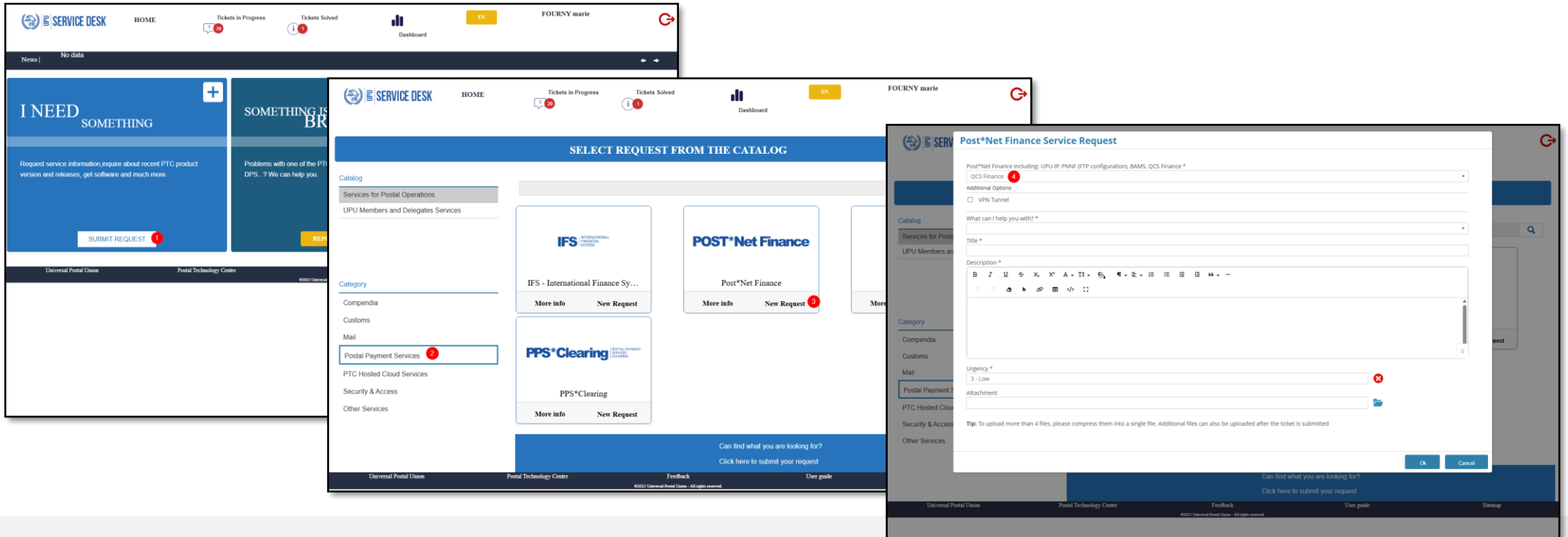
Origin	Destination	Current month	Previous month	% Change	Trend	Current Month Previous Year	% Change	Trend
J1CXXX	J1CXYY	188	126	49%	↑	0	100%	↑
	J1CXZZ	7	3	133%	↑	0	100%	↑

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QCS Finance - How to start

Support materials to start with QCS Finance:

- **QCS Finance presentation Web page**: detailing features and providing documentation to download
- Request access with a service request on UPU tickets portal



Thank you