

International **Post**
Corporation

INTERNATIONAL MAIL QUALITY OF SERVICE MONITORING

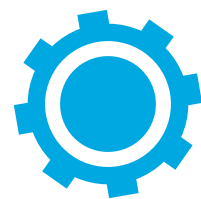
UNEX™ CEN 2022 results



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March 2023



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INTERNATIONAL PRIORITY LETTER MAIL EXTERNAL QUALITY OF SERVICE MONITORING

UNEX™ CEN module > 2022 results

3.7 DAYS

AVERAGE TIME FOR LETTER MAIL DELIVERY IN EUROPE

63.6% J+3

PROPORTION OF LETTER MAIL DELIVERED IN 3 DAYS

85.3% J+5

PROPORTION OF LETTER MAIL DELIVERED IN 5 DAYS

Posts regaining quality in challenging times

The IPC UNEX™ CEN measurement has shown that, on average, international priority letter mail in Europe was delivered in 3.7 days in 2022 compared to 4.1 days in 2021. The 2022 results show that posts continue to recover from the disruption caused by the Covid-19 pandemic, with better scores than in 2021, having delivered 63.6% of the mail in three days (speed indicator) and 85.3% in five days (reliability indicator).

The IPC UNEX™ CEN measurement is end-to-end: from posting in the origin country, to delivery to the final addressee in the destination country. This includes the postal operations' time for collection in the origin country, sorting, international transportation as well as the processing and delivery in the destination country.

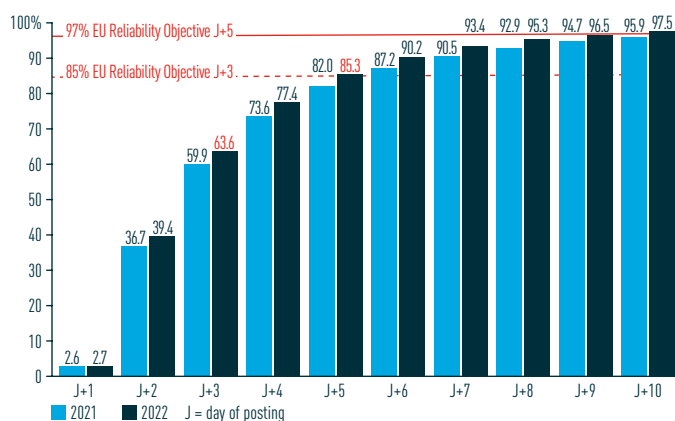
After two years of posts overcoming significant operational difficulties, with posts continuously being forced to search for and implement alternative logistical solutions, in 2022 postal operators stabilised their operations and logistical network to transport mail cross-border, even though several challenges remained. Despite Covid-19 no longer affecting all posts directly with lockdowns or constraints imposed by governments, several of the challenges faced by European postal operators in 2022 are related to the post-Covid state of affairs.

The EU objectives for letter mail service were set by the 1997 European Union (EU) Directive on Postal Services (97/67/EC Directive), at 85% of cross-border priority letter mail to be delivered within three days (J+3, the speed indicator) and 97% within five days (J+5, the reliability indicator).

J+1 to J+10 cumulative performance

The chart below shows the 2021 and 2022 postal performance from J+1 to J+10 in Europe, where J for "Jour" is the day of posting. Each bar shows the yearly average proportion of international priority mail that was delivered to its final addressee within n working days since posting (J+n).

It shows an overall increase in the quality of the postal processes within Europe: an increase of 3.7 percentage points for the J+3 speed indicator, from 59.9% in 2021 to 63.6%, and an increase of 3.3 percentage points for the J+5 reliability indicator, from 82.0% in 2021 to 85.3%.



The chart also shows the improvement of the entire cumulative tail, from J+1 up to and including J+10, and more specifically in J+4 with an increase of 3.8 percentage points compared to 2021, showing European posts' ongoing commitment to restore performance.

In 2022, European postal operators had to use slower road transportation methods for long distance destinations more frequently as airline companies reduced the frequency of passenger flights within Europe. This reduced the capability to transport mail by air and pressed posts to find further road-based solutions, also for long distance flows within Europe. The 2022 results show that traffic between neighbouring countries and through well-established road networks by truck regained higher quality levels more rapidly. Air transport for all long-distance flows (regular passengers or cargo lines) is not always possible via direct flights anymore or does not allow for the required capacity and frequency, forcing posts to find alternative solutions (transit countries, road or sea instead of air) usually resulting in lower quality provided to the letter mail product.

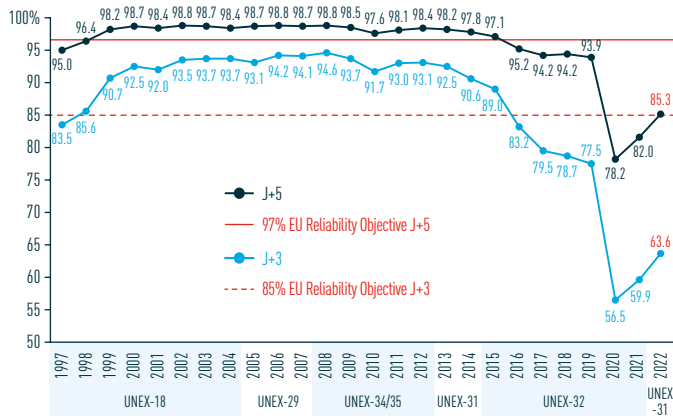
In the course of 2022, a few European posts have also been targeted by cyber-attacks which had a direct knock-on effect on mail transportation as the management of the logistical chain between posts is highly automated with technological solutions.

Several European posts still face significant challenges to fill all vacancies within their delivery network as post-Covid labour force changes have reduced the availability of the required number of recruits.

Finally, the war in Ukraine (at the borders of Europe) has also affected directly the logistical processes in many border countries: in absence of the usual direct air transportation link from postal operators into Ukraine, backup logistics had to be setup, implemented and managed transporting mail and support goods into the border countries and then by truck into Ukraine Post facilities. The efforts of the posts in bordering countries to take on these extra volumes despite the pressure on their postal resources, played an essential role in ensuring the postal flows to and from Ukraine.

J+3 & J+5 performance across years

The chart below shows the J+3 and J+5 yearly averages since 1997, when the EU objectives for letter mail service were set by the 1997 European Union (EU) Directive on Postal Services (97/67/EC Directive), which states that 85% of cross-border letter mail is to be delivered within three days (J+3, the speed indicator) and 97% within five days (J+5, the reliability indicator).



The 2022 J+3 and J+5 averages show an overall increase in the quality of the postal processes within Europe compared to 2021 and 2020. Despite being faced with several challenges throughout Europe at different moments and in different areas, European posts succeeded to deliver 63.6% of test letters within three days of posting (J+3, speed indicator), an increase of 3.7 percentage points compared to 2021, and 85.3% within five days (J+5, reliability indicator), an increase of 3.3 percentage points.

The chart shows that European averages have been consistently above the J+3 and J+5 EU objectives from 1998 to 2015. Since 2016, posts have experienced operational challenges which have made it difficult to maintain the same high level of letter mail performance. It was, however, the Covid-19 pandemic in 2020 that hit the overall postal quality in Europe the most. The start of the recovery, which was reported last year for the 2021 overall performance in Europe, has continued into 2022. However, in some areas, posts were still not in a position to fully run their logistical networks as prior to the pandemic years, due to remaining Covid restrictions and post-Covid challenges such as the lack of air capacity and workforce, among others.

As reported previously, the decreasing trend of quality for cross-border letter mail since 2013 is due to various reasons. It shows the direct consequence of the ongoing pressure put on postal organisations to find efficiencies within their resources, processes and infrastructure. This pressure is also visible in the relaxation of domestic quality of service standards set in agreement with national regulators (e.g. moving from next-day delivery to two, three or more working days).

Postal operators still aim to find a suitable balance between, on one side, quality provided to their customers and, on the other side, increasing operational costs, declining volumes of international letter mail envelopes and e-commerce postal letter products such as untracked packets remaining at high levels (despite the inflation upwards trend). The latter puts additional pressure on the existing infrastructure and logistical capacity of the postal operators' letter mail division to the detriment of the envelope letter mail, the postal product measured in the UNEX™ CEN module.

Integrity and independence of results

The validity and independence of the statistics are guaranteed by the UNEX™ external contractor in charge of the panel since January 2022, Kantar (6 More London Place, London SE1 2QY, United Kingdom - www.kantar.com).

The UNEX™ CEN measurement uses test letters to sample the performance of cross-border mail flows end-to-end, i.e. from

Performance level and consistency across Europe

The table below shows the average performance level for the group of 18 countries that have been monitored continuously since 1994, the extended group of 29 countries, and for the 31 countries covered in 2022 respectively.

	UNEX-18 ¹	UNEX-29 ²	UNEX-31 ³
J+3, speed indicator	66.9%	59.1%	63.6%
J+5, reliability indicator	87.8%	83.0%	85.3%

For all groups, 2022 postal performance has remained below the objectives set out by the 1997 EU Postal Directive. The core group of UNEX-18 shows the biggest increase in quality versus 2021 scores; to note is that within this group of 18 countries, most high-volume flows between countries are handled via the truck network and not via air. For the additional countries in the group of 29 or 31 countries, several key flows were affected negatively by the challenge of finding suitable and direct flight capabilities and have thus moved part of these volumes to long distance road solutions.

The table below shows the consistency i.e. the proportions of UNEX™ CEN module country-to-country flows meeting each EU objective. In 2022, 6.3% of the measured European country-to-country flows achieved the J+3 EU objective (a notable increase of 2.5 percentage points versus 2021) and 7.3% achieved the J+5 EU objective (an increase of 4.9 percentage points versus 2021).

	UNEX-18 ¹	UNEX-29 ²	UNEX-31 ³
85% J+3, speed indicator objective	11.7%	6.2%	6.3%
97% J+5, reliability indicator objective	11.7%	7.4%	7.3%
Total number of country-to-country flows	273	665	767

Despite the notable increase in percentage of flows achieving the J+3 and J+5 objective, it remains a modest result, demonstrating the high disparity across the matrix of European country-to-country flows. During 2022 postal organisations were impacted differently by the post-Covid challenges and remaining transportation problems.

1) UNEX-18 covers the 15 EU countries before the May 2004 enlargement: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Spain, Sweden and the United Kingdom, at the time in the EU, together with Iceland, Norway and Switzerland (the latter as a destination only from 2018 onwards).

2) UNEX-29 covers 29 countries with the extension of the UNEX-18 group in 2005 to the new EU member countries: Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia and Slovenia.

3) UNEX-31 covers UNEX-29 extended to Bulgaria and Croatia, i.e. the 2022 EU membership of 27 member states, along with Iceland, Norway and Switzerland as well as the United Kingdom post-Brexit.

posting in the origin country to delivery in the destination country, continuously throughout the year. Pre-produced test letter envelopes are posted and received by volunteer panellists recruited and trained by Kantar, based on the specified criteria. Both the identity of these panellists and the location of their induction or delivery points are kept unknown from the postal operators participating in the measurement. Furthermore, the test envelopes mirror the physical appearance and characteristics of everyday customer letter mail envelopes and are consequently processed anonymously through national and international postal networks.

Europe > Percentage on time in J+3 & J+5 and average delivery days

IPC publishes the UNEX™ CEN module end-to-end results for international priority letter mail in Europe annually

Key performance indicators: the three indicators presented in this brochure are the percentage of test mail items delivered within three working days (J+3) i.e. the speed indicator, within five working days (J+5) i.e. the reliability indicator, and the average number of delivery days taken to deliver mail.

J (“Jour”) is the day of collection by the post and so, for example, +3 refers to the number of working days before final delivery to the addressee during which time collection, sorting, national and international transport, and delivery has taken place.

The distribution of the cumulative results from J+1 to J+10 as well as statistical precision figures are available for the 767 country-to-country flows upon request via unex@ipc.be.

Method of calculation: the results are calculated based on the posting date, for items sent between 1 January and 31 December 2022, and on a standard five- or six-day business week, depending on the actual days of collection, delivery and processing operations of each postal operator. National and regional postal holidays are excluded in the destination country as well as holidays in the origin country if they directly follow the day on which the test letters were sent. Lists of non-working days (national and regional postal holidays or weekdays during which postal operations such as collection, delivery and processing do not take place) as well as a detailed description of the results’ calculation methodology are available upon request via unex@ipc.be.

The results in this brochure reflect the real postal quality of service performance achieved in 2022. No Force Majeure cases were applied on the quality of service scores hereafter.

UNEX™ CEN module > 2022 results

OriginCountry		Destination Country (ISO alpha-2 code)																														
		AT	BE	BG	HR	CY	CZ	DK	EE	FI	FR	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	SK	SI	ES	SE	CH	GB
Austria (AT)	J+3 (%)		81.0	56.4	68.6	24.6	82.6	14.4	9.4	22.8	79.1	91.2	0.0	89.3		33.8	74.5	63.0	14.3	34.3	45.8	76.2	12.3	37.8	19.7	35.5	77.5	87.4	47.0	46.3	85.5	61.5
	J+5 (%)		96.9	87.3	91.8	63.2	98.4	57.7	68.8	62.4	96.8	96.8	40.9	92.4		68.8	92.0	88.9	52.4	94.3	81.9	94.7	59.8	86.5	60.5	74.2	91.7	96.3	79.0	94.6	94.9	81.7
	Days		2.9	3.7	3.5	6.2	2.8	5.2	5.0	5.0	2.9	2.3	6.4	2.8		4.8	3.3	3.4	6.2	3.8	4.6	3.2	5.5	4.1	5.6	4.9	2.9	2.6	4.2	3.7	2.8	4.3
Belgium (BE)	J+3 (%)	85.9		5.1	0.0	2.9	1.7	11.8	14.5	3.3	87.5	92.0	1.0	0.6	40.0	2.7	57.3	14.9	3.9	84.1	33.9	91.2	0.0	21.3	2.9	1.3	1.5	19.3	22.5	16.8	88.0	71.6
	J+5 (%)	96.8		26.9	9.5	25.0	46.2	51.0	49.6	24.6	96.4	99.1	16.7	23.2	76.0	59.6	92.0	35.3	21.3	94.7	67.4	97.8	7.3	63.9	19.7	7.6	29.9	69.7	70.4	78.9	93.5	89.7
	Days	2.7		8.8	7.9	8.3	6.4	5.5	6.0	7.1	2.6	2.4	10.3	7.6	4.3	5.5	3.6	6.9	7.9	2.7	5.7	2.5	8.2	5.3	8.6	9.5	7.2	5.4	5.2	4.8	2.8	3.7
Bulgaria (BG)	J+3 (%)	21.1	27.8		7.7	0.0	26.7	0.0	0.0	0.0	11.9	13.0	0.0	0.0		0.0	3.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	10.0	7.1	23.1	7.7	17.6	0.0	7.4
	J+5 (%)	42.1	44.4		30.8	0.0	53.3	0.0	33.3	0.0	42.9	27.8	6.3	16.7		20.0	7.1	18.8	11.1	9.1	15.8	23.1	0.0	15.4	14.3	25.0	28.6	23.1	15.4	23.5	33.3	7.4
	Days	7.1	6.7		10.3	11.7	7.2	15.6	11.3	12.9	13.9	10.4	12.3	8.1		8.7	18.5	9.0	10.7	10.4	14.5	7.6	13.1	7.3	12.4	9.2	9.3	8.2	19.5	9.9	9.7	14.1
Croatia (HR)	J+3 (%)	59.3	44.4				29.8				55.2	62.8		68.2		24.6	29.8						0.0				50.0	80.0	8.6	1.8	65.5	21.1
	J+5 (%)	95.2	92.6				68.1				80.5	91.0		95.5		69.2	66.7						2.5				87.9	96.4	50.9	39.3	87.4	63.3
	Days	3.6	3.8				4.9				4.3	3.5		3.2		5.1	5.2						9.5				4.2	2.8	6.4	6.3	3.6	5.8
Cyprus (CY)	J+3 (%)	37.5	12.2	16.7				0.0		0.0	16.3	20.2	0.0			0.0	12.4						7.6	0.0	4.5		0.0		14.8	5.9	32.3	22.1
	J+5 (%)	87.5	70.7	58.3				9.7		16.7	57.4	69.0	20.0			44.0	52.6						34.7	8.7	27.3		22.2		44.4	55.9	74.2	65.1
	Days	3.9	5.3	7.4				8.2		8.9	5.8	5.1	8.0			6.4	6.1						7.0	10.0	7.2		10.0		6.2	5.8	4.6	5.5
Czech Republic (CZ)	J+3 (%)	79.1	7.7	0.0	7.3	3.6		0.0	7.1	11.4	43.7	72.5	10.7	55.6		14.5	18.6	20.7	3.2	3.1	2.7	43.9	0.0	34.0	32.4	9.8	72.6	12.5	2.1	12.2	51.1	9.3
	J+5 (%)	98.0	64.1	25.0	41.5	7.1		18.2	57.1	40.9	84.5	94.4	21.4	91.7		52.7	46.5	75.9	48.4	53.1	18.9	92.7	17.1	67.9	67.6	54.9	91.8	55.0	12.8	48.8	84.4	32.6
	Days	2.9	5.3	7.8	6.6	9.6		7.6	6.3	6.0	4.2	3.1	10.9	3.8		6.1	5.5	4.6	6.9	6.3	9.9	3.7	8.1	5.2	5.2	5.7	3.2	6.2	8.5	5.8	4.0	8.2
Denmark (DK)	J+3 (%)	67.5	55.6	14.3	26.8	11.1	14.3		7.7	0.7	25.9	85.6	0.0	11.5	88.0	9.9	20.6	48.5	15.6	0.0	0.0	24.0	19.4	21.4	4.9	14.8	40.0	11.5	22.0	63.7	41.4	40.2
	J+5 (%)	92.8	91.7	53.6	87.8	37.0	85.7		88.5	35.1	71.4	98.7	26.5	57.7	98.9	69.0	79.4	84.8	71.9	57.6	0.0	88.0	83.7	61.9	61.0	51.9	85.7	80.8	65.9	93.4	86.2	68.6
	Days	3.6	3.8	6.5	4.3	6.1	4.9		4.5	6.1	5.0	2.5	8.9	5.8	2.7	5.1	4.6	3.9	5.1	5.9	12.3	4.3	4.4	5.3	5.8	6.7	4.1	4.8	4.9	3.3	4.1	4.8

* Deutsche Post DHL and Swiss Post do not participate in this measurement. Germany and Switzerland are included as origin countries only upon a destination’s Post request.

UNEX™ CEN module > 2022 results

Origin Country		Destination Country (ISO alpha-2 code)																															
		AT	BE	BG	HR	CY	CZ	DK	EE	FI	FR	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	SK	SI	ES	SE	CH	GB	
Estonia (EE)	J+3 (%)	45.7	48.3				29.6	2.9		4.8	12.5	14.4	0.0		0.0	3.7	14.8	11.1	0.0			55.9	7.1	32.0	3.4	21.9	28.1		9.7	8.1	17.9	3.1	
	J+5 (%)	84.8	89.7				74.1	34.3		58.7	75.0	72.0	15.4		30.8	51.9	57.7	85.2	12.9			88.2	57.1	84.0	58.6	68.8	81.3		54.8	58.1	71.4	25.0	
	Days	4.0	3.9				4.7	6.4		5.7	5.5	5.4	9.4		6.8	5.8	5.7	4.6	7.2			3.9	5.3	5.0	6.1	5.3	4.4		5.6	5.6	5.6	8.8	
Finland (FI)	J+3 (%)	53.5	34.8				13.2	0.0	33.5		33.9	13.1	0.0	0.0	73.7	7.5	18.4	66.7	14.0	9.1	0.0	30.8	0.0	22.6	0.0	3.6	7.3	2.6	7.5	17.5	46.7	52.9	
	J+5 (%)	77.5	80.4				47.4	10.3	81.7		70.8	48.7	10.0	48.3	100.0	53.7	60.5	95.8	62.8	56.8	11.1	89.7	27.0	58.1	18.8	10.7	29.3	38.5	48.1	83.3	82.2	80.7	
	Days	4.2	4.5				5.7	7.4	4.6		4.7	5.9	9.7	5.8	2.8	5.4	6.3	3.2	5.6	5.8	9.2	4.4	6.4	5.0	6.9	8.4	7.0	6.4	6.1	4.7	4.0	4.3	
France (FR)	J+3 (%)	71.6	85.3	3.8	43.3	26.7	28.0	15.5	13.3	13.8		88.8	5.0	34.0	83.3	60.5	80.9	52.2	10.3	90.3	6.4	91.5	6.0	36.5	48.6	43.0	51.4	27.5	43.2	58.8	89.2	71.0	
	J+5 (%)	96.1	95.7	23.1	82.1	66.7	80.0	59.2	60.0	69.0		96.2	32.2	80.0	100.0	75.2	94.6	84.8	33.3	98.0	38.5	98.6	40.0	76.9	80.7	75.9	80.0	66.7	79.9	92.8	97.2	88.1	
	Days	3.4	2.7	10.4	4.7	5.4	4.4	5.3	5.4	5.2		2.5	7.6	4.5	2.6	4.2	3.0	3.9	6.8	2.5	9.1	2.4	6.1	4.5	4.5	4.6	4.0	5.5	4.3	3.6	2.5	3.5	
Germany* (DE)	J+3 (%)	91.0			85.1						91.3			80.1			64.3					92.7			40.2	3.2			31.2				
	J+5 (%)	98.3			95.7						97.7			96.3			94.4					98.0			78.5	32.3			80.2				
	Days	2.5			2.8						2.4			3.0			3.5					2.4			4.4	7.1			4.6				
Greece (GR)	J+3 (%)	39.1	28.3	0.0	9.3	15.8	3.8	0.0	0.0	0.0	34.9	24.6				3.9	21.1				0.0	8.8	3.2	3.7	6.1	20.8		4.2	5.4	2.6	27.3	30.1	
	J+5 (%)	78.2	76.1	25.0	37.2	69.3	57.7	2.9	8.3	6.3	69.9	71.3				19.6	58.6				2.9	47.1	6.5	37.0	30.3	66.7		33.3	43.2	18.4	72.7	62.6	
	Days	4.8	5.0	7.4	8.2	5.6	5.7	10.7	8.6	9.8	5.3	5.4				8.1	5.7				13.0	6.0	9.2	7.8	8.5	5.2		6.2	6.5	8.0	5.2	5.6	
Hungary (HU)	J+3 (%)	93.9	50.3	13.8	75.0	11.5	46.4	10.0		42.9	66.1	91.8				12.5	16.4	41.7			6.3	68.4	3.1	42.4	0.0	10.0	83.3	93.5	29.3	17.5	72.7	63.4	
	J+5 (%)	99.4	89.9	44.8	91.7	26.9	92.9	26.7		88.6	93.9	97.8				58.3	82.0	83.3			50.0	94.7	43.8	69.7	25.6	60.0	97.6	96.8	60.3	70.0	97.0	83.7	
	Days	2.3	3.8	6.3	3.0	7.8	3.8	6.9		3.8	3.4	2.4				5.4	5.1	4.1			7.7	3.3	6.1	4.7	7.7	5.9	2.6	2.4	5.2	4.9	3.2	4.1	
Iceland (IS)	J+3 (%)	8.2					1.5			7.7	57.8	25.3				0.0	0.0					35.5	0.0	2.3					0.0	24.7	11.3	54.0	
	J+5 (%)	85.7					37.3			38.5	84.4	83.9				8.6	17.9					74.2	57.0	34.1					8.6	83.1	73.6	77.8	
	Days	4.8					6.3			6.2	4.3	4.6				12.8	7.5					5.0	5.6	7.0					11.3	4.4	5.7	5.0	
Ireland (IE)	J+3 (%)	12.7	16.1	3.7	0.0	6.9	6.5	0.0	0.0	8.7	46.2	31.0	0.0	6.3	83.3		2.2	10.0	0.0	0.0	6.3	4.8	0.0	3.4	12.8	8.3	0.0	3.1	0.0	32.0	72.0		
	J+5 (%)	52.2	87.1	11.1	43.3	37.9	41.9	21.7	20.0	56.5	90.8	92.3	8.3	31.3	100.0		40.7	53.3	0.0	28.1	43.8	81.0	16.1	65.5	64.1	37.5	20.0		43.8	44.4	76.0	91.3	
	Days	5.8	4.5	8.7	6.4	6.1	6.1	6.8	6.8	6.3	3.9	4.1	9.7	6.3	3.0		6.3	6.3	8.3	7.3	7.3	5.4	7.1	6.1	5.8	7.0	7.6		6.4	6.2	4.6	3.4	
Italy (IT)	J+3 (%)	54.8	35.3	0.0	10.0	6.5	19.0	0.0		0.0	57.5	55.3	6.1	23.5		47.0		13.5	0.0	35.2	15.2	29.2	0.0	3.1	20.7	6.7	4.7	79.3	8.7	15.4	64.0	27.0	
	J+5 (%)	71.4	72.9	32.0	33.3	41.9	33.3	3.0		9.1	77.5	72.3	36.4	41.2		78.8		37.8	8.0	66.7	54.5	79.2	20.7	25.0	48.3	26.7	37.2	86.2	42.4	57.7	78.7	60.7	
	Days	5.1	5.4	8.5	8.2	7.8	6.9	8.8		8.7	4.5	5.7	11.6	9.0		5.5		9.3	11.2	5.5	8.0	5.8	8.1	9.5	5.8	7.9	6.9	4.1	6.8	9.0	6.2	6.8	
Latvia (LV)	J+3 (%)	71.4	58.8	4.5	37.1	16.7	48.4	0.0	95.5	57.1	48.8	53.6	0.0	26.3		30.2	32.3			27.6		15.4	73.5	7.1	18.8	25.5	25.0	45.9	21.2		44.1	63.6	19.6
	J+5 (%)	98.0	82.4	31.8	80.0	41.7	83.9	31.4	97.7	88.6	92.7	86.9	5.9	78.9		74.4	83.9			72.4		53.8	97.1	53.6	65.6	63.8	50.0	75.7	63.6		94.1	97.0	60.9
	Days	3.0	3.8	8.1	4.4	6.4	4.0	6.1	2.4	3.7	3.7	3.9	8.1	5.2		4.6	5.8			4.9		5.7	3.0	5.6	5.4	5.3	6.3	5.0	5.2		3.7	3.2	6.6
Lithuania (LT)	J+3 (%)	5.0	6.1	0.0	3.3	0.0	0.0	0.0	0.0	0.0	3.1	10.5		5.9		3.7	8.7	15.0			4.8	0.0	6.5	0.0	10.7	0.0	0.0		0.0	5.0	6.1	0.0	
	J+5 (%)	35.0	21.2	4.5	10.0	11.8	14.3	3.3	44.4	22.7	26.6	33.3		11.8		11.1	34.8	52.5		23.8	0.0	25.8	6.7	35.7	6.5	10.5		9.1	25.0	21.2	5.4		
	Days	7.6	8.5	13.3	9.4	14.8	10.1	11.7	8.3	10.6	7.3	7.1		11.9		9.1	7.4	6.1		11.1	18.0	7.4	8.9	8.0	11.2	12.3		10.6	7.0	8.8	11.5		
Luxembourg (LU)	J+3 (%)	96.1	91.8	34.5		3.0	43.3	0.0		26.8	90.1	97.5	0.0	42.9		44.0	86.9	27.3	23.7		19.5	96.4	9.7	13.9	48.7	35.0	56.5	62.1	32.5	41.4	95.7	75.0	
	J+5 (%)	100.0	100.0	69.0		33.3	86.7	59.1		78.0	96.7	99.2	13.3	92.9		84.0	98.8	69.7	50.0		48.8	100.0	64.5	58.3	79.5	85.0	84.8	100.0	81.2	96.6	99.1	92.7	
	Days	2.3	2.4	5.3		8.0	3.9	5.9		5.1	2.5	2.2	8.8	3.9		4.3	2.6	4.9	5.9		7.4	2.3	5.5	6.1	4.1	4.5	3.7	3.3	4.7	3.7	2.1	3.1	

* Deutsche Post DHL and Swiss Post do not participate in this measurement. Germany and Switzerland are included as origin countries only upon a destination's Post request.

UNEX™ CEN module > 2022 results

Origin Country		Destination Country (ISO alpha-2 code)																														
		AT	BE	BG	HR	CY	CZ	DK	EE	FI	FR	DE	GR	HU	IS	IE	IT	LV	LT	LU	MT	NL	NO	PL	PT	RO	SK	SI	ES	SE	CH	GB
Malta (MT)	J+3 (%)	46.2	7.5				2.9	0.0		0.0	13.8	3.2				0.0	26.3			10.0		25.0	0.0	0.0					7.5	0.0	15.6	1.4
	J+5 (%)	89.7	70.0				17.6	0.0		3.4	78.8	66.8				11.4	60.5			60.0		77.8	0.0	6.9					30.0	5.1	75.0	40.9
	Days	4.0	5.2				8.1	12.4		9.1	4.9	5.3				8.4	5.0			5.6		4.5	12.4	9.4					8.8	9.8	4.8	6.9
Netherlands (NL)	J+3 (%)	54.5	91.0	0.0	2.9	1.8	41.3	4.3	0.0	10.1	85.8	54.2	0.0	33.9	72.5	28.0	25.2	0.0	0.0	94.2	2.9		3.8	30.6	9.3	10.7	17.9	17.6	39.7	19.0	66.5	59.1
	J+5 (%)	91.0	99.7	8.4	68.8	18.0	84.2	45.5	20.0	65.2	98.1	84.5	0.0	89.0	94.7	52.0	72.8	48.0	8.8	98.9	17.3		45.2	79.3	51.9	50.0	78.6	76.5	83.2	80.3	94.3	79.6
	Days	3.8	2.4	9.1	5.6	8.5	4.3	5.9	6.4	5.4	2.6	3.9	10.5	4.1	3.1	6.6	4.8	5.8	7.9	2.4	9.0		5.9	4.4	5.6	6.1	4.8	4.6	4.0	4.7	3.5	3.9
Norway (NO)	J+3 (%)	15.1	13.6	0.0	10.5	4.0	3.4	0.9	23.1	21.7	35.4	20.4	0.0	3.7	81.6	9.6	5.4	55.2	5.7	5.6		30.8		2.3	2.8	0.0	11.4	5.9	3.4	32.9	37.5	48.7
	J+5 (%)	59.3	81.8	28.0	52.6	24.0	24.1	31.9	76.9	70.8	83.3	85.0	2.6	37.0	95.9	55.8	45.9	86.2	47.2	47.2		73.1		29.5	33.3	27.3	45.7	50.0	37.5	86.4	87.5	80.5
	Days	5.6	4.8	7.6	6.6	8.1	7.9	6.4	4.6	4.9	4.8	4.4	10.4	6.4	2.9	6.2	8.2	4.1	6.6	5.9		4.8		7.2	6.6	7.1	6.3	6.5	6.7	4.3	4.0	4.5
Poland (PL)	J+3 (%)	13.3	12.0	7.4	9.6	0.0	9.3	0.0	6.7	0.0	7.8	61.8	0.0	6.3		1.4	17.5	4.3	4.3	5.4	2.8	3.2	0.0		3.8	2.6	9.4	9.5	0.0	4.3	11.4	0.0
	J+5 (%)	54.2	44.0	22.2	38.5	4.0	40.7	5.9	30.0	25.0	37.8	94.3	0.0	43.8		12.7	54.4	34.0	15.2	53.6	11.1	46.0	2.2		11.3	31.6	47.2	52.4	19.6	36.2	36.4	4.7
	Days	5.7	6.1	9.1	6.7	13.8	6.1	9.4	8.0	7.3	6.4	3.5	12.3	6.1		9.3	7.3	8.0	8.6	6.8	10.5	5.9	9.2		9.7	7.6	6.2	6.8	8.4	7.3	6.9	11.5
Portugal (PT)	J+3 (%)	70.3	69.0	0.0	17.8	3.1	34.8	11.8	28.0	3.4	66.7	77.3	0.0	23.8		30.0	72.4	38.9	0.0	61.4	2.9	88.0	3.2	21.7		23.3	27.3	25.7	80.8	46.2	68.5	80.2
	J+5 (%)	92.1	96.6	21.7	71.1	31.3	87.0	50.0	88.0	44.8	96.2	95.8	6.1	71.4		80.0	93.1	72.2	45.5	84.1	42.9	96.0	29.0	56.5		63.3	78.8	57.1	92.3	76.9	89.8	89.6
	Days	3.3	3.4	8.3	5.4	7.4	4.2	5.7	4.2	6.0	3.4	3.0	9.8	5.3		4.3	3.4	4.7	6.3	3.8	6.9	3.0	6.7	6.3		5.9	5.8	6.0	3.1	4.4	3.7	3.1
Romania (RO)	J+3 (%)	23.7	15.8	0.0			6.5	0.0			22.8	9.2	0.0	5.6			16.3					26.7	0.0	0.0	0.0		22.2	18.2	15.0	6.1	31.6	17.9
	J+5 (%)	57.6	47.4	24.0			51.6	7.1			66.7	52.3	18.2	33.3			42.9					76.7	7.4	29.2	21.9		42.2	42.4	57.5	36.4	71.1	60.7
	Days	5.8	5.9	10.4			6.4	9.1			6.3	6.9	9.7	9.0			6.8					5.4	9.1	9.9	8.7		6.6	7.5	6.0	6.8	4.6	5.1
Slovak Republic (SK)	J+3 (%)	89.3	53.8	12.5	43.4	14.7	80.5	0.0		2.6	67.3	82.8		68.2		7.9	53.8	23.8	9.7		9.8	50.0	2.7	20.3	15.4	33.3		84.2	19.1	22.7	84.1	56.3
	J+5 (%)	97.6	92.3	68.8	83.0	58.8	95.6	10.4		46.2	94.2	99.2		97.7		61.9	84.6	64.3	54.8		53.7	91.3	5.4	62.7	48.7	63.0		100.0	57.4	77.3	97.7	87.5
	Days	2.6	3.7	5.0	4.2	6.6	2.9	7.8			6.6	3.2	2.8		3.0		5.9	3.8	5.3	6.3		6.6	3.9	8.0	5.2	7.2	5.4		2.8	5.5	4.6	2.9
Slovenia (SI)	J+3 (%)	92.5		8.0	89.2		92.5	23.1	23.8	0.0	68.4	93.6	0.0	88.9			87.5	16.1				85.0	0.0	9.3	6.9	25.0	88.9		9.1	17.1	52.7	54.5
	J+5 (%)	98.9		60.0	95.2		100.0	50.0	61.9	15.4	97.5	100.0	7.4	100.0			97.5	71.0				85.0	36.6	65.1	55.2	50.0	97.2		24.2	65.7	98.2	77.3
	Days	2.4		6.6	2.4		2.6	5.5	5.9	7.1	3.1	2.4	10.5	2.4			2.6	5.3				3.0	6.1	5.4	5.6	7.3	2.6		7.5	4.8	3.4	3.9
Spain (ES)	J+3 (%)	47.7	51.8	14.3	6.9	14.3	35.3	0.0	11.1	3.7	42.2	64.5	3.0	10.3	27.6	22.4	51.2		7.1	8.3	5.6	49.5	0.0	12.1	53.6	40.0	43.9	27.1		11.7	60.8	30.9
	J+5 (%)	83.1	89.4	75.0	41.4	46.4	73.5	20.8	46.7	22.2	85.8	95.7	9.1	51.7	82.8	68.7	81.6		42.9	52.1	22.2	90.7	3.3	57.6	79.4	68.0	73.2	56.3		58.3	91.9	71.8
	Days	4.2	3.9	7.0	6.7	6.1	4.8	8.2	7.8	8.0	4.3	3.4	9.2	6.9	4.4	5.0	4.3		6.8	6.8	10.3	3.9	8.1	5.5	4.1	5.9	4.6	5.9		5.7	3.4	5.0
Sweden (SE)	J+3 (%)	78.3	70.3	6.5	43.9	5.9	43.8	16.4	63.9	27.7	59.7	88.8	2.5	25.9	93.3	45.5	66.7	84.2	28.6	10.9	0.0	66.7	35.6	34.4	19.4	16.0	74.4	37.1	41.2		78.4	75.1
	J+5 (%)	98.5	94.6	45.2	85.4	52.9	84.4	61.4	91.8	82.4	90.3	99.1	10.0	85.2	100.0	81.8	95.2	92.1	71.4	45.7	0.0	97.0	90.0	87.5	71.0	60.0	94.9	74.3	73.5		97.3	89.8
	Days	2.9	3.2	7.1	4.5	5.7	4.5	5.4	3.5	4.6	3.5	2.5	9.6	4.2	2.2	4.4	3.1	2.8	4.9	5.8	11.3	3.4	4.3	4.0	5.2	5.7	3.3	4.5	4.5	3.0	3.6	
Switzerland* (CH)	J+3 (%)	94.7									89.0			60.0			84.1					83.5								23.2		
	J+5 (%)	99.0									98.1			93.3			97.0					97.8								58.5		
	Days	2.3									2.4			3.5			2.7					3.2							5.2			
United Kingdom (GB)	J+3 (%)	14.1	75.4	6.7	11.9	30.5	2.8	7.8	28.3	20.8	67.8	48.1	9.2	7.1	82.8	79.2	59.6	44.6	0.9	47.8	4.2	67.1	3.4	37.8	46.7	32.1	22.8	0.0	41.8	50.5	56.6	
	J+5 (%)	68.4	92.0	41.1	46.4	66.3	54.2	45.0	75.0	72.0	86.2	70.6	44.9	78.6	98.5	91.4	83.3	87.5	18.3	89.9	33.3	90.1	32.6	76.2	74.0	66.7	84.1	33.6	76.0	83.0	87.3	
	Days	5.3	3.3	8.2	6.9	5.2	6.8	6.3	5.2	5.7	3.9	5.3	6.7	4.9	2.7	3.4	4.1	4.3	9.7	4.4	7.6	3.9	6.6	4.7	4.8	5.5	4.6	7.1	4.7	4.4	4.2	

* Deutsche Post DHL and Swiss Post do not participate in this measurement. Germany and Switzerland are included as origin countries only upon a destination's Post request.

Statistical design

The UNEX™ CEN measurement covered by this report is carried out continuously throughout the year and monitors both urban and rural areas in Europe, in line with the real mail geographical spread of single-piece priority letter mail (sent or received).

The characteristics of the test letters and the panel are specified to ensure that they are representative of the real mail stream with respect to size and weight (C6-20g, C5-50g, C4-50g), posting methods (mailbox, post office, pick-up), payment methods (stamp, meter, PP), addressing (machine typed, handwritten), envelope layout and geographical coverage in terms of posting and delivery locations for mail in each country.

Although Covid-19 did not affect Europe equally, the disruption caused by the pandemic did further affect the posting tasks of the panellists in 2022 due to restrictions imposed regionally or for specific periods of times, as well as to new working ways. With more people working from home, business-sender panellists have reported not being able to use their office metering machine on a regular basis, which has decreased that specific franking method's proportion in the study.

The UNEX™ CEN module and in particular, the European Committee for Standardization CEN Standard *EN13850:2020 Postal services – Quality of service – Measurement of the transit time of end-to-end services for single-piece priority and first-class mail* which remains

the main driver, require the design i.e. test mail samples, physical characteristics of that mail, panellists profiles as well as origin and destination country spread, to be based on real mail studies that should be carried out by each post serving as the universal postal service provider in a CEN country.

The reported UNEX™ results within Europe cover international priority single-piece letter mail envelopes, i.e. mail which is *not* bulk mail or that would imply constraints for the customers at posting, e.g. the registration of items or minimum induction volumes, in line with the CEN Standard EN13850:2020 scope.

The study covers the cross-border mail postal processes between countries in Europe, so given the regulatory situation in some countries, it might be possible that some part of the mail (hence also of the UNEX™ test mail) is handled by another postal operator than the universal service providers in the countries involved.

Since 2016, the field of study for the UNEX™ CEN measurement has been set to “country-to-Europe” and “Europe-to-country”: the mail characteristics and geographical constraints mix has been applied at country-to-Europe and Europe-to-country level, rather than forcing it on each individual country-to-country flow. The country-to-country results published in this report are calculated for information purposes only, i.e. as a detailed sub-result of the country-to-Europe and Europe-to-country statistical design.

106,000

TEST LETTERS ACROSS
EUROPE IN 2022

767

COUNTRY-TO-COUNTRY
FLOWS MEASURED

31

COUNTRIES SENDING AND/
OR RECEIVING TEST MAIL

4,400

PANELLISTS SENDING AND/
OR RECEIVING TEST MAIL

For the UNEX™ CEN module 2022:

- > Test letter volumes to be sent from each country to the rest of Europe and vice versa were calculated based on the procedure described in the CEN EN13850:2020 Standard, using the international priority single-piece real mail volumes travelling from each country to Europe and vice versa. Recent and up to date real mail data is provided by both posts on each international flow based on the accounting agreements they exchange annually to calculate each other's remuneration in delivering each other's international mail (“terminal dues”). Once the required total test letter volumes, both outbound and inbound, have been calculated for each country, they are allocated to specific country-to-country flows using relative real mail proportions to ensure a correct representation of real mail flows in Europe.
 - > Since 2022, IPC has introduced a new approach to its UNEX™ measurement modules, including the one for CEN. The main change is that IPC re-uses all test items from other UNEX™ postal quality measurement modules which meet the CEN requirements set in the CEN EN13850:2020 Standard. This has resulted in a higher number of test items available than required by the statistical design, spread amongst a larger base of sender and receiver panellists. Resulting in a higher statistical precision and a better panel spread, this new approach strengthens the accuracy of the measurement results published.
 - > Very small country-to-country flows were not measured; the CEN EN13850:2020 rules specify that flows with real mail volumes below 11,500 mail pieces per year may be excluded from the measurement. Indeed, if the test mail was inducted on such flows, these test letters would artificially increase the real mail volume by more than 2.5%.
 - > The geographical spread of the test mail in origin or destination countries was mainly based on real mail statistics aggregating all mail processed i.e. often a mix of domestic and international mail. The mail characteristics sampling related to induction and payment methods, sizes and weights was in some instances based on all mail processed by the postal operator within the country. Indeed, not all operators can split their mail statistics into national and international flows for each of these parameters.
 - > The letter mail sizes measured were C6, C5 and C4, and the weights were 20g and 50g. Test letters were no thicker than a few millimetres.
 - > The results reported above meet the post-factum redress procedure requested by the CEN Standard EN13850:2020. To handle possible deviations between the final test volume, sample proportions achieved and the initially required real mail statistics proportions, a complex process of weighting is to be applied. As required by the CEN Standard, IPC first analyses the variation in the postal performance data to identify the key discriminant factors for each of the measured flows. Where deviations from the statistical design proportions were found on the discriminant factors, IPC has adjusted by implementing a corrective multivariate weighting on each of the factors for each of the country-to-Europe and Europe-to-country flows.
- After the corrective weighting on each of the country-to-Europe and Europe-to-country flows, IPC has calculated the total weighted European average score. More information on the discriminant analyses or on the corrective weighting process can be obtained via unex@ipc.be.

For the UNEX™ CEN module 2022 (continued):

- > The ex-post weighting above also applies to statistical accuracy. For the 2022 results, 18% of the margins of error on the country total outbound and inbound aggregated performance indicators were below 5% - where the margin of error is the half-width of the 95%-confidence interval.
- > Deutsche Post DHL Group (since 2013), Swiss Post (since 2018) and Serbia Post (since 2022) have decided to no longer participate in the UNEX™ CEN measurement. Therefore, any flow measured from Germany, Serbia or Switzerland and reported in the UNEX™ CEN module is the result of the individual choice of universal postal service providers in other countries to measure that country as an origin. In the other direction, all participating posts measure their flows towards Germany and Switzerland by default (when enough real mail volume exists).

The CEN EN13850:2020 Standard's methodology for international postal measurement is not applicable in a multi-postal operator market situation which is the case in Germany.

This remains an exception in Europe as there is no single post providing the universal service for the entire country.

- > As described in previous editions of this publication, postal operations in Italy have gone through a reorganisation since 2016. Poste Italiane has implemented a process based on alternating collection and delivery days, rotating postal collection and delivery processes every other week in selected areas of Italy, as agreed upon with the Italian postal regulator.

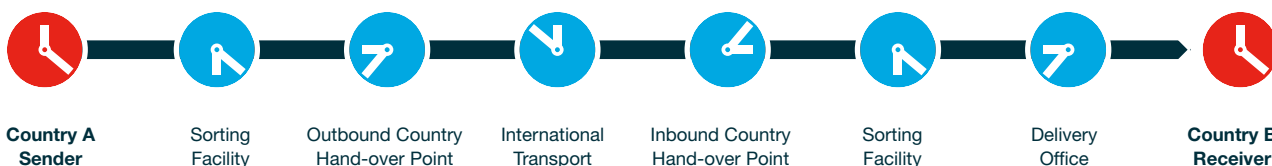
The process has been implemented by Poste Italiane in waves and areas affected stopped being part of the UNEX™ CEN measurement from the moment the change was applied in each area.

- > In Iceland, a similar approach of alternate delivery days has been implemented nationwide. For Iceland, each test item is correctly attributed to a specific zone with the correct calculation logic applied based on the alternate delivery day methodology.

Radio Frequency Identification (RFID) technology

In 2022, all UNEX™ CEN module test letters contained a Radio Frequency Identification (RFID) device. As the test letter moves through the international mail pipeline, the time of its arrival at specific points can be recorded automatically by radio receivers located in postal facilities. These radio receivers are linked to a global RFID network run by IPC. In a fully anonymous manner, the

RFID tags help to identify any delays which may occur along the postal process, from origin country to destination country. This RFID technology, with continuous technical enhancements, has been in use for the UNEX™ postal quality of service measurement for over 25 years. In 2022, this network served 28 postal operators and covered 197 postal facilities with 2,525 reading points.



UNEX™ CEN measurement's regulatory framework

IPC has applied requirements from the European Committee for Standardization *CEN Standard EN13850 Postal services – Quality of service – Measurement of the transit time of end-to-end services for single-piece priority and first-class mail*, on top of its own grid of European country-to-country flows.

In 2019, IPC requested Mieloo & Alexander in the Netherlands to perform an independent reasonable assurance engagement in accordance with the ISAE 3000 standard to assess the compliance of IPC's UNEX™ quality measurement processes with the CEN EN13850:2012 Standard. In line with the CEN requirements, the next audit will take place in 2023 and 2024 for the measurement results of 2023 will be based on the latest CEN EN 13850:2020 Standard, likewise the 2023 UNEX™ statistical design.

In this audit on the 2019 measurement, the UNEX™ CEN processes and results have been validated by Mieloo and Alexander* against the requirements documented in the European Committee for Standardization CEN Standard EN13850:2012. The audit was conducted during a series of visits at the premises of IPC in Brussels (Belgium) as well as at the facilities of the company Quotas in Hamburg (Germany), which was the panel and test mail provider in that year.

Although there were two areas of concern and various recommendations made, Mieloo & Alexander have concluded that the UNEX™ CEN measurement conducted in 2019 by IPC is compliant with the requirements stated in the CEN Standard EN13850:2012. For the 2022 measurement, IPC has changed the external provider (after a procurement process); no major changes

were made to the measurement process nor the methods for results' calculation.

The first concern raised in 2019 by Mieloo and Alexander relates to the fact that the real mail data provided by the postal operators, used as input for the statistical design, might potentially not reflect the actual characteristics of cross-border single-piece priority mail only. For example, in some cases, the data provided by postal operators also include domestic mail and/or bulk mail and/or non-priority mail. Furthermore, with the large volume changes currently taking place annually within the postal sector, the timing of real mail data provided (e.g. 2019 data for the calculation of the 2022 statistical design) will inevitably lead to such data not being as representative as it could be.

The second area of concern is the fact that still insufficient business sender panellists were available for the measurement in some countries, also during 2022, (being partly the result of the first concern above, i.e. having items included in the real mail data provided other than cross-border single-piece priority). As a result, there were cases where business-related mail characteristics specified in an individual country's statistical design were not measured with the required test volume levels in the UNEX™ CEN Measurement.

This second area of concern has been amplified by the consequences of the Covid-19 crisis, when specific business panellists were no longer available for their metering and posting tasks due to the closure of their office and/or generalized homeworking, occasional or structural.

* The full report is available to the European participating postal operators as well as their regulators upon request via unex@ipc.be

UNEX™ CEN module countries in 2022

Participating postal operators

Website address

Austria	Österreichische Post AG	www.post.at
Belgium	bpost	www.bpost.be
Croatia	Hrvatska Pošta	www.posta.hr
Cyprus	Cyprus Post	www.cypruspost.post
Denmark	PostNord Danmark	www.postdanmark.dk
Estonia	Omniva	www.omniva.ee
Finland	Posti	www.posti.com
France	Le Groupe La Poste	www.laposte.fr
Germany	<i>Although Deutsche Post DHL Group itself was not participating in the study, test mail was sent from and to Germany on behalf of other postal operators.</i>	
Greece	Hellenic Post ELTA	www.elta.gr
Hungary	Magyar Posta	www.posta.hu
Iceland	Iceland Post	www.posturinn.is
Ireland	An Post	www.anpost.com
Italy	Poste Italiane S.p.A.	www.poste.it
Luxembourg	POST Luxembourg	www.post.lu
Norway	Posten Norge	www.posten.no
Portugal	CTT Portugal Post	www.ctt.pt
Spain	Correos	www.correos.es
Sweden	PostNord Sverige	www.posten.se
Switzerland	<i>Although the Swiss Post itself was not participating in the study, test mail was sent from and to Switzerland on behalf of other postal operators.</i>	
The Netherlands	PostNL	www.postnl.nl
United Kingdom	Royal Mail Group plc	www.royalmailgroup.com
In 2022 the UNEX™ Monitoring System in Europe covered IPC European members' countries from IPC membership above together with:		
Bulgaria	Bulgarian Posts plc	www.bgpost.bg
Czech Republic	Ceská Pošta	www.ceskaposta.cz
Latvia	Latvijas Pasts	www.pasts.lv
Lithuania	Lietuvos Paštas	www.post.lt
Malta	MaltaPost	www.maltapost.com
Poland	Poczta Polska	www.poczta-polska.pl
Romania	Poșta Română	www.posta-romana.ro
Slovak Republic	Slovenská Pošta	www.posta.sk
Slovenia	Pošta Slovenije	www.posta.si

The addresses of the postal operators above can be obtained from the respective post's website.

About International Post Corporation

International Post Corporation (IPC) is the leading service provider of the global postal industry that provides leadership by driving service quality, interoperability and business-critical intelligence to support posts in defending existing business and expanding into new growth areas. It is a cooperative association of 26 member postal operators in Asia Pacific, Europe and North America.

IPC's solutions and services are used by over 180 posts worldwide. Since 1989 IPC has set standards for upgrading quality and service performance and developed technological solutions that help members enhance service for international letters, packets and parcels. IPC engages in industry research, creates business-critical intelligence, provides a range of platforms and programmes for member post CEOs and senior management to exchange best practices and discuss strategy. IPC also manages the system for incentive-based payments between postal operators.

To find out more about IPC's UNEX™ Quality of Service Monitoring programme, please [click here](#).

More information on the UNEX™ system, its modules and technical documentation related to the 2022 CEN module results can be obtained via unex@ipc.be or found on www.ipc.be.

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