GMS

Global Monitoring System

GMS Implementation Plan

Czech Republic

2019

UPU UNIVERSAL POSTAL UNION

UPU GMS Implementation Plan for 2019

Contents

Annexes

Annex 1: GMS inbound technical design (download here)
Annex 2: GMS STAR User Guide

1 Introduction

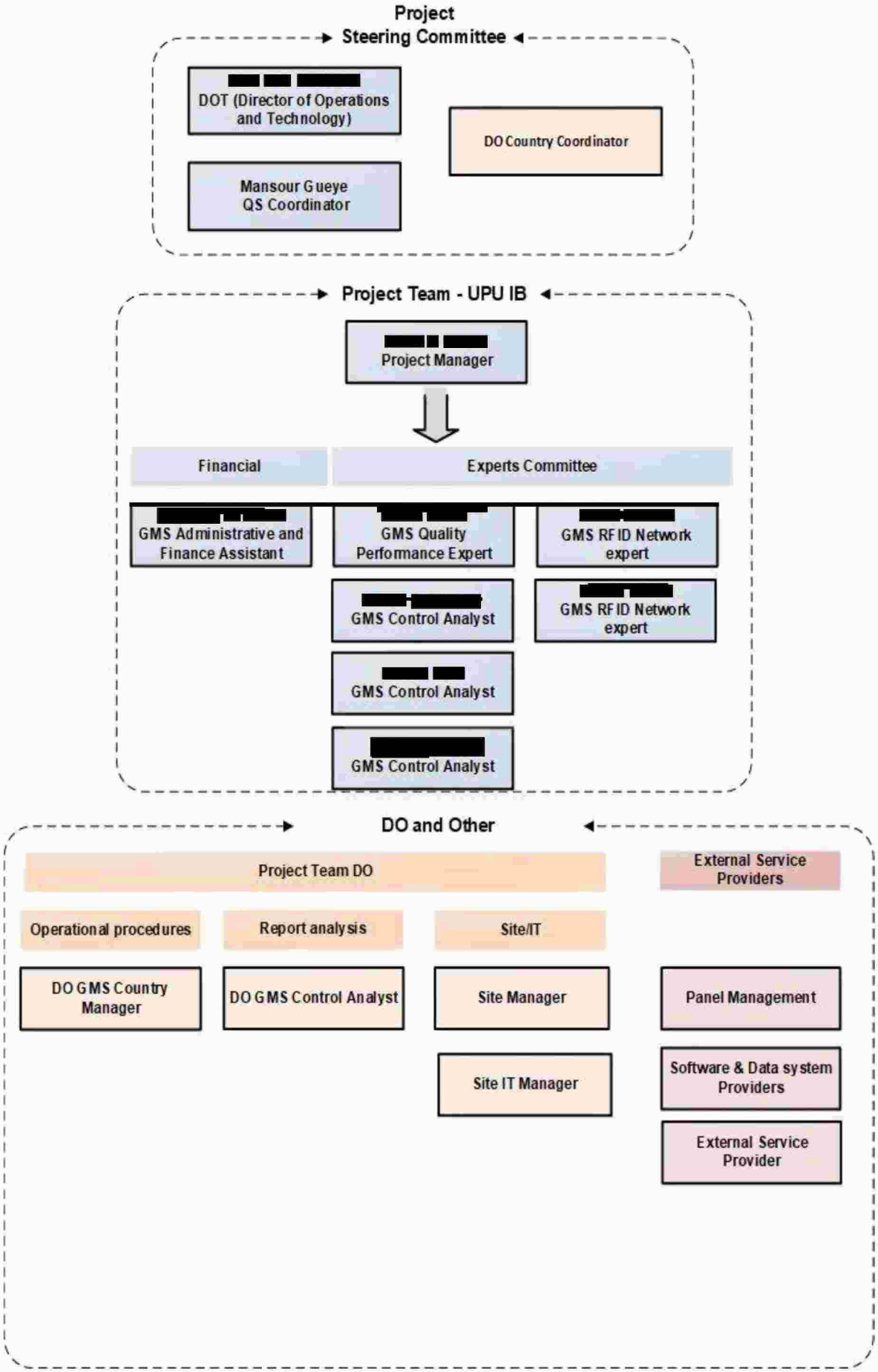
1.1 Objective

The GMS Implementation Plan provides a description of the working package to implement GMS inbound in your country. The objective of the document is to give an overview of the phases and to facilitate the work, roles and responsibilities of the different project stakeholders.

The GMS project implementation process is divided into four phases as shown below. The last three phases are incorporated into the Project Implementation Plan:

- Pre-set-up;
- Set-up;
- Testing phase;
- Running phase.

2 Project stakeholders



2.1 Steering committee

The UPU and DO steering committee is responsible for supervising the project to ensure that it is running according to the schedule, budget and scope agreed in the project plan.

2.2 UPU IB project team

The UPU International Bureau (IB) is responsible for the execution of the project, working in close cooperation with the participating countries and with the GMS service providers.

The project manager manages the plan of activities, supported by other project members. The project team works in close cooperation with the participating countries and service providers on the set-up of GMS for countries joining the system and on the monitoring and production of results shared with the participating countries.

Other UPU programmes and experts are involved to ensure the smooth progress of the project.

2.3 DO project team

Through the GMS country manager, the participating DOs liaise with the GMS project team in the implementation of the project. Such close cooperation is critical to the success of the project, which ultimately belongs to the participating countries.

2.4 External service providers

2.4.1 Panel management

The panel management company (PMC) is responsible for recruiting and training panellists, creating the allocation matrix and producing the test letters following the GMS technical design. The PMC is also responsible for coordinating the work of the panellists.

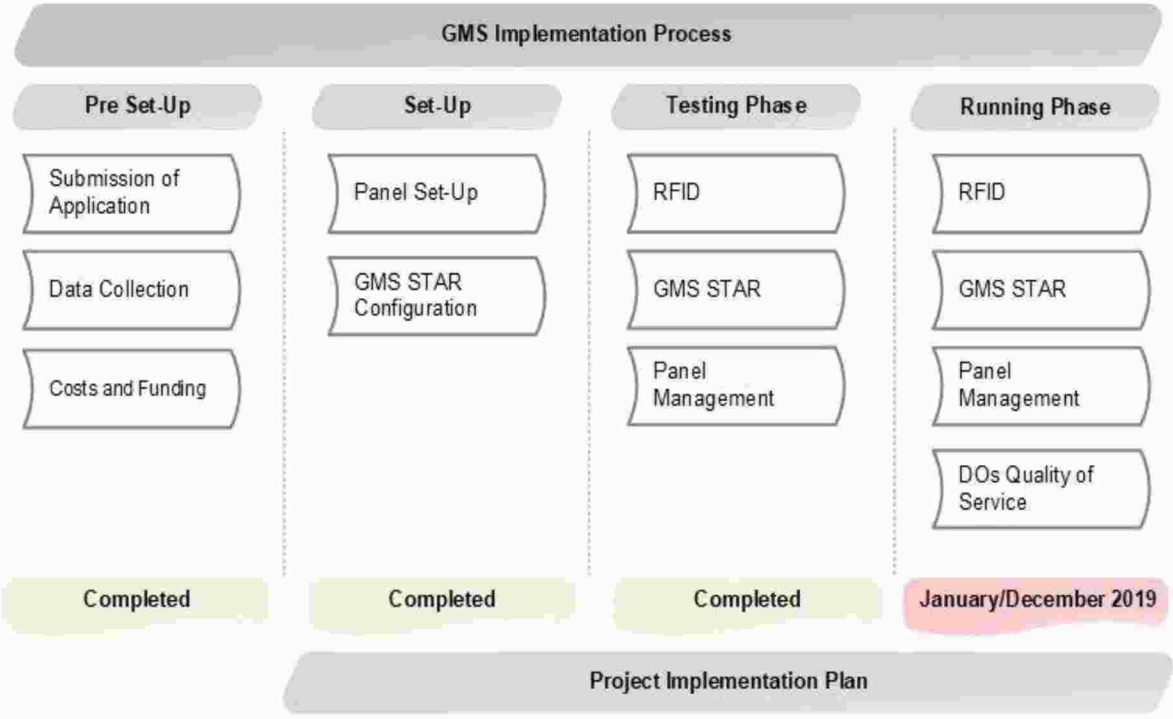
2.4.2 RFID equipment supplier

The RFID equipment supplier is responsible for installing and maintain the RFID network, including data transfer and data storage.

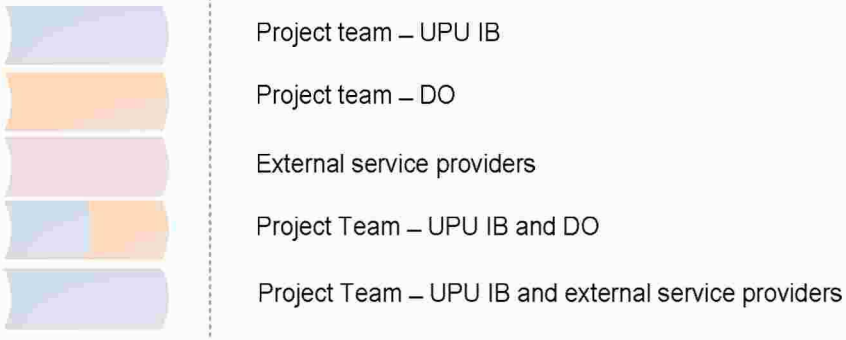
3 GMS project implementation process

The four phases of the GMS implementation process are described in figure 1 below. The set-up, testing and running phases are incorporated into the Project Implementation Plan.

Figure 1: GMS implementation process



The roles and tasks for each phase are shown in the next parts of the document. The colour code below is used to define the roles of the UPU IB, the DO and the external service providers during implementation:

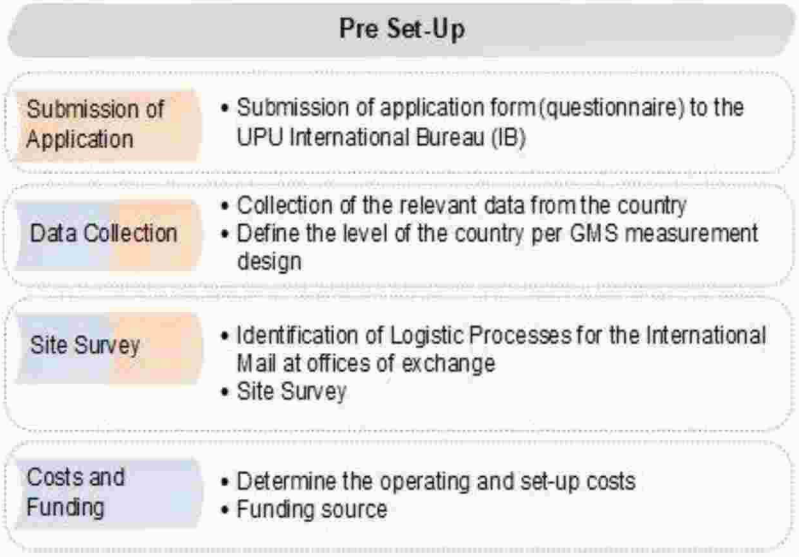


3.1 Pre-set-up

The pre-set-up phase starts once the DO of the country concerned has received the invitation to participate in the UPU Global Monitoring System (GMS) and decides to participate in GMS inbound.

During this phase the DO submits the relevant application form and required documents to the UPU International Bureau (IB) within the deadline stated in the invitation. The outline of the pre-set-up phase is given below in figure 2.

Figure 2: Pre-set-up



3.1.1 Country level

The GMS technical design classifies the countries according to five levels based on the annual inbound volume of mail. Further information and details about the GMS technical design can be found in Annex 1.

As per the data collected, your GMS country level is classified as follows:

Level	Weight step thresholds (tonnes of inbound mail per year)
B	4159 tonnes

3.1.2 Site survey

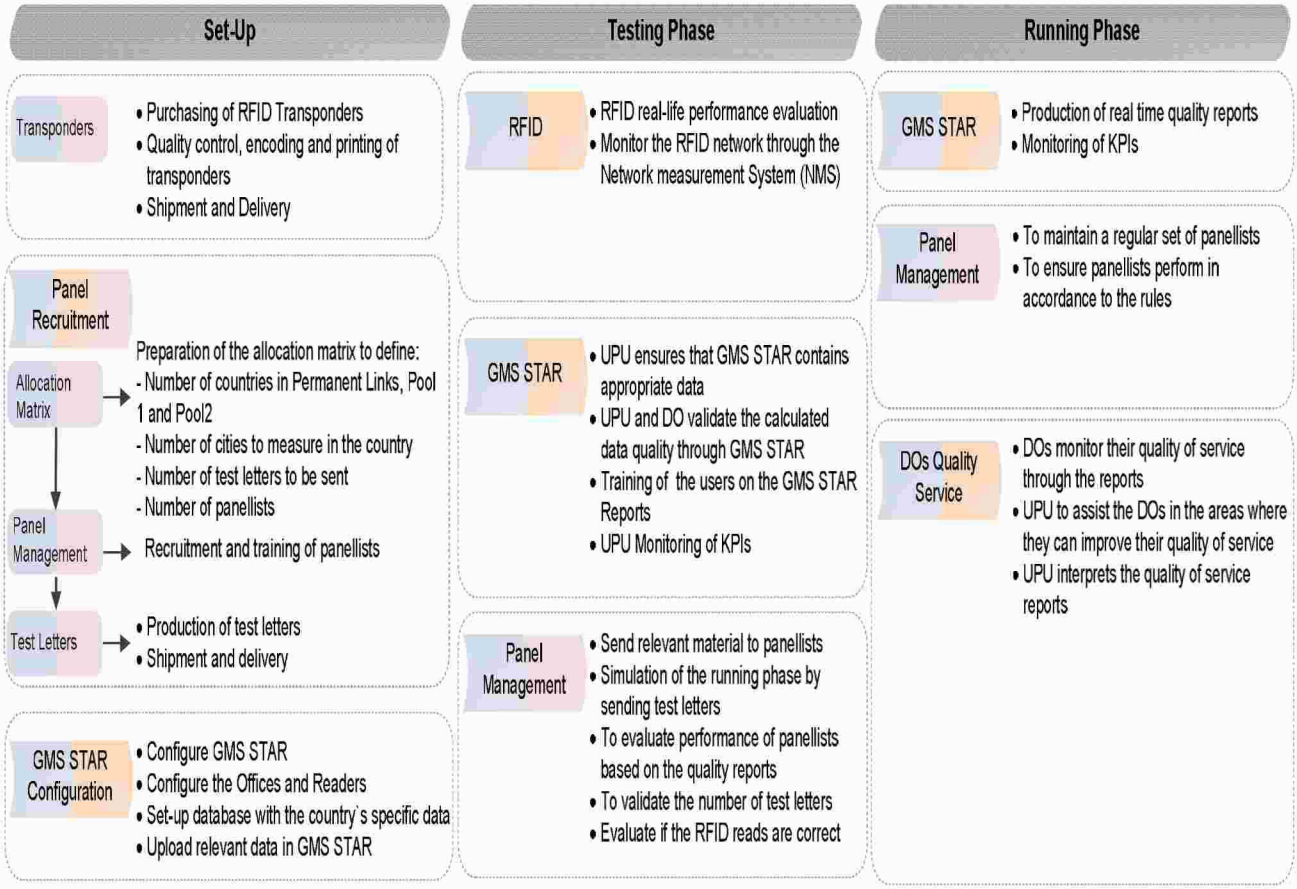
According to the remote site survey, the sites where the RFID handover points are located are the following:

Information	Site 1	Site 2	Site 3	Site 4
Type (OE/AMU/Domestic)	OE	AMU	OE	OE
IMPC/Office code	CZPRGA	CZPRGB	CZBVAA	CZCHBA
Name	Praha 120	AMU Praha	Breclav 120	Cheb 120
Gates	**1**	**2**	**2**	**3**
City	**Praha**	**Praha**	**Breclav**	**Cheb**

3.2 *Implementation plan outline*

The implementation plan includes set-up, testing and running phases.

Figure 3: Project Implementation Plan



3.2.1 Set-up

During the set-up phase the UPU IB, DO and external service providers, where applicable, work in collaboration to configure the RFID equipment and GMS STAR system and to set up the panel for the respective country level.

3.2.1.1 RFID Infrastructure

a RFID set up and data transfer

The UPU IB will receive the site surveys from the DO in order to identify number of IMPC's, readers and purposes of each reader. These information will be configured in the GMS STAR and a formal request for data transfer will be communicated to your RFID service provider.

b The RFID transponders

A total of 1000 semi-active RFID transponders will be purchased.

3.2.1.2 Panel recruitment

a Allocation matrix

The panel management company (PMC) will create the allocation matrix based on the data received from the DO (questionnaire) following the GMS technical design. The schedule for sending out all test letters that need to be tracked will be defined in the matrix.

Important information about the measurement methodology for your country is given below and will be incorporated in the allocation matrix. The measurement of the country as per the GMS technical design is based on a set of parameters for your country's level.

The table below highlights the number of valid test items to be sent, the number of origin countries from which the test letters will be sent, the number of test items allocated per flow and the cities in your country in which panellists will receive the test letters.

	Element	*Level A*	*Level B*	*Level C*	*Level D*	*Level E*
General parameters	1 Total annual volume of inbound mail (in tonnes)	≥10,000	1,000–9,999	500–999	250–499	<250
	2 Minimum annual statistical accuracy	1.0%	1.50%	2.0%	3.0%	5.0%
	3 Number of cities covered	7 to 15	5 to 7	3 to 5	1 to 3	1
	4 Minimum number of receiver panellists per city	3	3	3	3	3
	5 Minimum total number of receiver panellists	≥50	≥30	≥15	≥9	≥3
Permanent links	6 Expected coverage[1]	80%	70%	60%	40%	20%
	7 Number of permanent links	16	10	7	5	1
	8 Minimum number of items per link	≥125	≥100	≥75	≥60	≥60
	9 Total number of valid items for all links	8,000	2,660	1,260	360	60
Pool 1	10 Expected coverage	15%	23%	30%	50%	60%
	11 Number of pool 1 links	≤45	≤38	≤30	≤30	≤16

[1] Expected coverage is based on GDP as a substitute for real mail volumes.

	12 Total valid items for pool 1	1,500	855	630	450	180
Pool 2	13 Expected coverage[1]	5%	8%	10%	10%	20%
	14 Number of pool 2 links	Remainder	Remainder	Remainder	Remainder	Remainder
	15 Total number of valid items for pool 2	500	285	210	90	60
Total	16 Expected coverage[1]	100%	100%	100%	100%	100%
	17 Total number of valid annual test items	10,000	3,800	2,100	900	300

b Panel management

The PMC (panel management company) recruits the test letter senders and recipients and coordinates their work. The information regarding each letter sent or received is transmitted to GMS STAR.

Queries about panellists

Queries about the performance of panellists, based on the reports, will be submitted by the DO to the UPU IB. A query will be resolved as soon as possible and communicated to the GMS country manager. An acknowledgment of the query will be provided within 24 hours from the moment it is raised, and it will be answered within five working days. E-mail will be the preferable channel for raising queries.

Links

Based on the international mail volumes provided in the questionnaire, the GMS technical design defines an annual number of test letters to be injected into your country from specific origins. The tables show the number of test letters per year for permanent links, Pool 1 and Pool 2 countries. Please note that the names of the countries belonging to the pools will not be disclosed. The aim of this rule is to encourage GMS participants to provide the same quality of service to mail from all origin countries.

Permanent links (origin countries)	Number of test letters per year
China (People's Rep.)	1,916
Netherlands	308
Slovakia	262
Germany	260
Switzerland	117
United Kingdom	111
Belgium	100
Austria	100
Singapore	100
USA	100
Total	***3,375***

Pool of countries	Number of test letters per year
Pool 1	140
Pool 2	285

Cities to be tested

Cities	Minimum number of receiver panellists per city
Praha	11
Brno	4
Ostrava	3
Plzeň	3
Liberec	3
Olomouc	3
České Budějovicemouc	3

c Test letters

The required number of the test letters will be printed and shipped out to the panel management company by the UPU IB.

3.2.1.3 GMS STAR configuration

All the data about the test letters, offices of exchange or airmail units, locations of senders and recipients, and each country's delivery standards is stored in the STAR database.

Once the test letter arrives at the office of exchange or airmail unit, the RFID reader registers the transponder ID contained in the letter and sends this information to STAR. The information reported by panellists about the date of dispatch and date of arrival of the test letters is also sent to STAR.

The central database calculates the transit times and delivery performance of the Posts against the delivery standards set, holidays, etc. All this information can be accessed on the GMS STAR database by the end users. A range of different reports is automatically made available by STAR to help users diagnose issues and identify opportunities to improve quality. Each user can request these reports which can be produced daily in a user-friendly way.

To access the STAR homepage, enter the following address into your web browser: [redacted]

The UPU IB will set up the database and configure the software with the country's specific data. The data provided by the DO will be uploaded by the UPU IB.

GMS Star accounts

Ceská posta, s.p. to provide the names and e-mail addresses of the users. Once GMS Team receives the information the names and e-mail addresses of the users in your country will be granted passwords to access GMS STAR appear below.

Name	User name	E-mail
[redacted]	[redacted]	[redacted]

After entering their user name and password, users will be able to access the GMS STAR homepage. Users can download the User Guide, which is available in six languages and provides all the relevant information on how to use the system. DOs can contact the UPU IB if more accounts are needed.

3.2.2 Testing Phase

During this phase the UPU IB, the DO and the external service providers work in collaboration to monitor and evaluate RFID performance, the accuracy of the data in GMS STAR, and the panellist performance.

3.2.2.1 GMS STAR

The UPU IB, in collaboration with the DO's project team, ensures that GMS STAR contains appropriate and accurate data. The operational data of the country, as well as the data quality calculated through the GMS reports, also needs to be verified by both sides. The issues identified need to be resolved prior to the running phase.

Training on GMS STAR

The UPU IB provides teleconference training on GMS STAR remotely to the DO's project team showing the quality reports available through the system. The goal is to demonstrate and explain to the DO the use of each report.

In addition, a three-day workshop at the UPU premises is offered to the DO free of charge. The workshop covers all relevant aspects of GMS inbound implementation; including panel management, validation, quality control, reporting, RFID, GMS STAR, etc.

If needed, on-site training can be organized for the country at the DO's own expense.

3.2.2.2 Panel management

Panellists are sent the materials to monitor and evaluate their performance based on the GMS STAR quality reports.

The RFID reads of the first test letters sent by panellists are monitored via the GMS STAR reports to ensure the quality and accuracy of the reads.

3.2.3 Running phase

During this phase the UPU IB, the DO and the external service providers work in collaboration to ensure the continuous running of the project.

3.2.3.1 GMS STAR

Real-time quality reports from GMS STAR need to be produced regularly by both the UPU IB and the DO's project team members. The main goal is to monitor on-time performance, number of the test items sent, etc.

In addition, the UPU IB internally monitors KPIs to ensure that they are performed as per the GMS technical design.

3.2.3.2 Panel management

The PMC is responsible for maintaining a regular set of panellists and for ensuring that panellists perform in accordance with the rules set by the GMS technical design.

3.2.3.3 DOs' quality of service

DOs monitor their quality of service through the reports available in GMS STAR. The UPU IB assists DOs with the interpretation of the various quality of service reports and, if necessary, points out the areas in which DOs can improve their quality of service.

3.3 Contact details

Role	Name	Organization	Phone number/ Mobile	E-mail
Quality Measurement Programme	[redacted]			
RFID network expert				
Administrative assistant				
GMS Quality Performance expert				

4 Glossary

List of terms, acronyms/abbreviations and definitions.

Full term	Acronym/abbreviation	Explanation
Designated and postal operator	DO	A public postal administration within the meaning of the UPU Constitution and UPU Convention, or a private postal operator providing mandatory universal delivery service.
Global Monitoring System	GMS	Global measurement system
GMS Statistical System for Analysis and Reports (STAR)	GMS STAR	The core element of GMS is the Statistical System for Analysis and Reports (STAR). STAR is the GMS central database, located at UPU premises, and is the heart of the GMS system.
RFID Network Management System	NMS	A system that allows configuration of the RFID readers to be controlled in real time. The remote asset management and software upgrade is supported within the NMS.
Radio Frequency Identification	RFID	An automatic identification method that enables data on a storage device (transponder or tag) to be read without direct contact. The data on the transponder is transmitted to the reader by means of radio waves.
International Bureau	IB	