

Brussels, July 2017

To Participants of the UNEX Survey

**Measurement of International Letter Service Performance UNEX™**

Dear Sir/Madame,

International Post Corporation (IPC) is a cooperative association of 24 member postal operators in Asia Pacific, Europe and North America. Since 1989, the International Post Corporation has set standards for upgrading quality and service performance and developed technology that has helped postal operators improve service for international letters, parcels and express.

We are pleased to introduce you to the UNEX™ Measurement, meaning the E2E Quality of Service International cross-border letter mail product.

The UNEX™ system offers IPC and its postal customers a wide range of measurement tools to monitor the postal pipeline.

For its 36 participating postal operators throughout the world, UNEX™ measures approx. 500,000 test letter items (envelopes and packets) annually using external contractors who manage around 4,600 volunteers receiving and sending pre-produced test mail containing an RFID (Radio Frequency Identification) transponder.

IPC has commissioned the independent quality research institute Quotas to be one of the contractors conducting the testing. For the successful execution of the measurement activities, Quotas needs reliable and dependable participants to send and receive test letters.

As a participant you will be part of a worldwide network of panellists and you will support the quality improvement which will benefit all postal customers.

Thank you very much for your interest in the UNEX™ testing system.

Best regards,



Bert Seghers  
Head of UNEX