External Quality of Service Monitoring

International Post Corporation

Improving the Quality of International Mail

2005 Year Results

UNEX™

The International Post Corporation (IPC) presents the results of the enlarged UNEX Monitoring System

European member Postal operators of IPC have worked together since 1994 on a common methodology and common service standards for measuring their end-to-end postal quality of service, for cross-border international priority/first class letter mail, from time of posting to time of delivery. They implemented the UNipost EXternal Monitoring System - UNEX - as one their initiatives to improve quality of service for international mail customers. It provides the data needed to improve and maintain high service levels.

UNEX Geographical Coverage in Europe

As of 2005, the UNEX measurement has expanded from 18 to 29 countries to include the national postal operators of the Member States that joined the European Union in May 2004 (Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovak Republic and Slovenia) and one EU Accession country, Romania.

In addition to the full matrix of the 306 country-to-country flows that have been measured and reported from 1994 to 2004, IPC presents in this brochure the new Member States' flows that were selected for UNEX Monitoring. More flows will be gradually included in UNEX to reach full coverage in 2007.

Service Standards for International Mail within Europe

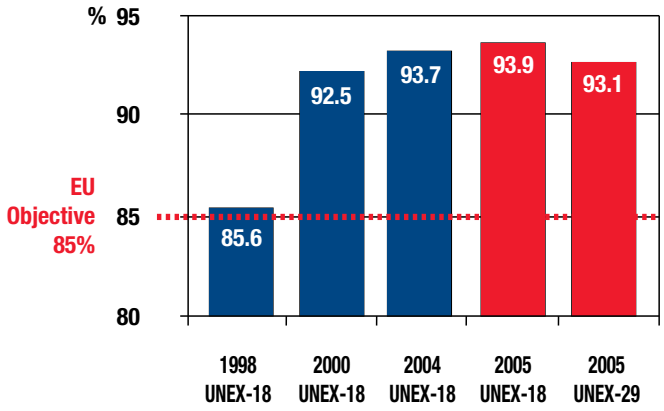
End-to-end service standards for international priority letter mail have been established in terms of speed and reliability.

With J (Jour for Day) as the day of posting, the percent of mail delivered within 3 days (J+3) measures overall speed while the percentage of mail delivered within 5 days (J+5) measures reliability of the service. The measured transit time includes the time for collection, sorting, transportation and delivery to the final addressee.

Objectives have been set by the European Union's directive on postal services for 85 per cent of mail to be delivered within J+3 (speed) and 97 per cent within J+5 (reliability), on a country-to-country basis.

Delivery Performance in J+3

The chart below shows that the average proportion of mail that was delivered to its final addressee within three days of posting (J+3), remains well above the European Union objective of 85%.



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Europe | Percentage On Time in J+3 and in J+5 & Average Delivery Days (ADD)

Year 2005

UNEX™

Destination Country (ISO alpha-2 code)

Origin Country		AT	BE	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	J+3		95.5	60.0	93.7	94.3		92.3	93.1	99.0	85.5	88.3	83.6	85.4	90.6			96.4	81.4	96.2	94.3	84.2	96.2		92.0	95.8	86.6	99.3	98.7	91.2
(AT)	J+5		99.6	90.4	99.1	99.7		98.3	98.4	99.9	97.0	99.3	98.1	95.6	97.7			99.6	97.5	100.0	99.1	98.6	99.7		99.1	99.7	98.4	100.0	100.0	99.1
	ADD		2.2	3.5	2.2	2.2		2.2	2.2	1.9	2.5	2.4	2.8	2.7	2.4			2.1	2.8	2.2	2.3	2.6	2.1		2.3	2.2	2.5	2.0	1.9	2.4
Belgium	J+3	93.9		47.4	87.2	92.7		94.2	95.8	97.0	86.1	88.0	88.3	87.2	90.5			97.1	70.2	98.4	93.9	88.2	95.6		87.7	87.0	89.1	94.8	97.3	97.0
(BE)	J+5	98.0		80.7	96.9	99.0		97.7	99.0	99.9	97.0	98.4	99.1	96.7	98.2			100.0	96.5	99.7	98.0	98.6	99.6		98.1	96.4	97.8	99.3	100.0	99.2
	ADD	2.2		4.2	2.5	2.2		2.2	2.1	2.0	2.5	2.5	2.5	2.5	2.3			2.0	3.3	2.0	2.2	2.5	2.1		2.5	2.7	2.4	2.1	2.0	2.1
Cyprus	J+3	63.1	76.7		61.5	85.7		66.4	79.6	57.8	80.7	60.0		69.4	9.4				54.7	76.0	64.0	61.7	68.7				65.1	71.4	84.4	76.3
(CY)	J+5	93.8	98.4		94.5	98.4		89.1	94.7	83.6	96.3	93.3		90.1	25.4				93.8	97.1	90.0	94.2	93.9				91.5	97.6	97.7	94.2
	ADD	3.2	3.0		3.4	2.7		3.4	3.0	3.8	2.9	3.4		3.3	8.0				3.5	2.9	3.5	3.3	3.3				3.3	3.0	2.7	3.0
Czech Rep.	J+3	96.3	94.4	44.3		94.6	95.3	89.9	88.8	97.6	59.6	87.6	69.8	89.3			82.6	94.7	25.9	91.3	88.7	87.6	44.3	60.0	96.7	84.9	82.2	96.4	97.5	76.5
(CZ)	J+5	99.4	100.0	86.1		99.7	99.2	99.3	98.9	100.0	93.2	98.8	95.2	98.6			93.9	100.0	69.7	100.0	97.9	97.5	80.8	93.5	99.6	100.0	98.2	100.0	99.1	95.2
	ADD	2.1	2.2	4.0		2.1	2.2	2.4	2.4	2.0	3.5	2.4	3.3	2.4			2.7	2.2	5.0	2.4	2.6	2.5	4.2	3.5	2.1	2.3	2.7	2.1	2.2	3.2
Denmark	J+3	96.9	96.7	55.6	84.8		90.6	97.5	96.7	98.6	82.0	89.8	95.2	91.3	88.3	91.3	84.2	93.7	69.0	95.7	98.1	91.7	86.4	47.0	69.5	46.4	88.5	99.0	96.4	94.6
(DK)	J+5	99.5	99.8	90.2	95.6		96.3	99.7	99.3	99.9	92.9	98.5	99.3	98.3	97.9	98.3	95.1	99.4	96.4	99.4	99.7	97.1	92.3	88.1	90.7	82.0	98.1	99.9	98.8	98.8
	ADD	2.1	2.1	3.6	2.5		2.4	2.0	2.1	1.9	2.8	2.4	2.1	2.3	2.4	2.4	2.6	2.2	3.2	2.1	2.0	2.3	3.0	3.8	3.2	3.9	2.4	1.9	2.1	2.2
Estonia	J+3				72.5	91.8		94.9								89.5	81.7				89.9							96.0		
(EE)	J+5				97.7	99.4		99.4								98.8	93.5				100.0							100.0		
	ADD				3.0	2.3		2.2								2.3	2.8				2.5							2.2		
Finland	J+3	97.6	97.4	57.0	88.4	96.6	96.6		96.4	98.9	81.3	93.8	92.9	90.2	86.1	92.9	90.5	93.7	78.3	95.8	98.0	91.2	97.5		76.9	75.9	85.9	98.9	98.7	90.0
(FI)	J+5	99.5	100.0	91.7	98.7	99.8	99.3		100.0	99.6	95.5	99.7	99.3	97.0	98.3	99.7	95.8	99.6	100.0	99.1	99.6	99.1	100.0		96.9	100.0	97.6	99.9	99.6	99.2
	ADD	2.1	2.1	3.6	2.4	2.0	2.1		2.1	2.0	2.8	2.3	2.4	2.4	2.6	2.2	2.4	2.2	2.9	2.2	2.0	2.3	2.0		2.9	2.8	2.6	1.9	1.9	2.4
France	J+3	92.4	95.8	40.3	83.9	92.9		93.1		94.9	80.6	85.3	51.0	89.0	89.1			96.5	54.4	94.8	87.3	82.3	92.9	65.9	76.0	81.4	85.9	92.7	95.1	92.8
(FR)	J+5	97.9	98.8	73.4	95.8	98.6		98.6		99.0	96.2	96.6	88.4	97.4	96.9			99.4	86.3	99.0	98.8	96.5	98.4	90.4	94.9	93.7	97.8	97.8	99.5	98.2
	ADD	2.3	2.1	4.4	2.7	2.3		2.2		2.1	2.7	2.6	3.8	2.4	2.5			2.0	3.9	2.1	2.5	2.6	2.2	3.3	2.9	2.9	2.5	2.2	2.1	2.2
Germany	J+3	98.1	98.2	54.8	94.1	97.8		96.0	97.3		87.0	92.3	83.3	94.1	92.9			97.7	94.2	98.2	96.0	90.7	96.1	36.1	82.0	90.2	90.5	97.7	99.1	96.0
(DE)	J+5	99.6	99.5	89.0	99.2	99.6		99.5	100.0		97.3	99.2	97.4	99.5	98.6			99.8	98.6	99.8	99.2	98.2	99.0	88.5	97.6	97.5	98.9	99.5	99.9	99.7
	ADD	2.0	2.0	3.9	2.1	2.0		2.1	2.0		2.4	2.2	2.8	2.2	2.2			1.9	2.3	1.9	2.1	2.4	2.1	4.1	2.7	2.5	2.3	2.0	1.9	2.1
Greece	J+3	86.5	90.7	69.2	81.0	84.9		83.5	87.3	89.6		80.9	69.2	78.5	84.8			87.7	63.1	90.3	89.8	84.7	81.8	60.5	50.8	51.9	82.8	89.0	92.7	78.6
(GR)	J+5	97.5	98.4	91.6	93.7	98.1		96.3	97.2	97.8		95.7	92.3	96.2	95.5			97.9	87.7	98.0	96.2	94.9	96.7	92.1	89.2	86.5	95.9	98.0	98.3	94.5
	ADD	2.5	2.3	3.2	2.9	2.5		2.7	2.6	2.4		3.0	3.4	2.9	2.6			2.4	3.7	2.4	2.5	2.9	2.7	3.5	3.7	4.0	2.6	2.5	2.2	3.0
Hungary	J+3	95.4	92.4	55.9	86.4	93.7			92.0	93.4				70.5	77.9			87.3	57.5	93.4		90.7		50.7	91.0	90.5	82.9		96.2	78.3
(HU)	J+5	98.8	98.8	84.9	99.5	99.6			97.3	97.8				91.0	95.6			99.1	85.0	99.1		98.5		93.6	98.5	98.5	93.3		98.5	94.5
	ADD	2.1	2.4	3.9	2.5	2.2			2.3	2.3				3.3	3.1			2.5	4.0	2.2		2.3		3.6	2.3	2.4	2.7		2.1	2.9
Iceland	J+3	87.0	88.9		64.3	98.3		89.0	94.5	94.8	63.9	90.0		83.2	77.6			85.2	0.0	94.5	98.9	69.2	78.8		62.5	62.5	81.6	99.0	95.8	89.9
(IS)	J+5	100.0	98.9		97.9	99.7		99.7	100.0	100.0	92.2	100.0		97.8	97.4			99.1	50.0	99.5	99.7	92.3	97.9		87.5	100.0	94.6	100.0	100.0	96.4
	ADD	2.6	2.9		3.3	2.0		2.8	2.5	2.5	3.5	2.7		2.9	3.1			2.8	5.0	2.3	1.9	3.3	3.0		3.5	3.4	2.9	2.0	2.4	2.6
Ireland	J+3	74.7	78.9	20.4	59.0	79.8		71.5	90.2	94.7	47.1	52.9	54.6		84.2			76.9	54.5	81.3	65.1	60.1	77.0		11.5	5.9	65.1	76.9	88.6	91.6
(IE)	J+5	91.3	95.3	68.1	88.5	95.5		92.3	98.5	98.6	84.3	87.7	88.4		96.3			94.7	89.4	94.7	89.2	88.9	94.3		50.0	39.2	91.7	94.3	98.2	99.3
	ADD	3.1	2.9	5.1	3.6	2.8		3.1	2.4	2.2	4.0	3.7	3.7		2.7			2.8	3.8	2.7	3.4	3.5	3.0		6.0	6.7	3.3	2.9	2.5	2.3
Italy	J+3	93.2	93.7	51.8	83.2	89.8		89.9	90.7	94.8	82.0	79.3	79.5	90.1				90.9	89.8	91.8	88.8	81.1	92.5	57.4	79.3	91.1	86.5	91.1	94.3	86.2
(IT)	J+5	98.7	99.3	83.7	97.3	98.8		98.6	98.2	99.0	95.4	96.5	96.4	98.4				99.2	97.2	98.5	97.8	96.0	99.0	90.4	96.9	99.0	97.2	98.4	98.9	97.9
	ADD	2.2	2.2	4.1	2.7	2.3		2.5	2.3	2.1	2.7	2.7	2.8	2.4				2.4	2.4	2.3	2.4	2.7	2.2	3.6	2.8	2.3	2.5	2.3	2.2	2.5
Latvia	J+3					93.9	92.6										87.6				87.9							96.6		
(LV)	J+5					99.4	99.3										96.7				98.1							99.4		
	ADD					2.1	2.1										2.4				2.4							2.0		

		AT	BE	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
Lithuania	J+3				69.7	89.4	90.9	82.2								80.7												88.5		
(LT)	J+5				94.1	99.4	98.5	98.7								95.7												98.8		
	ADD				3.1	2.4	2.4	2.6								2.7												2.4		
Luxembourg	J+3	94.4	97.7		83.3	95.4		93.7	98.5	98.8	85.8	82.0	78.2	87.6	91.0				83.3	96.5	95.2	84.9	95.1		72.2	54.7	87.8	94.3	98.5	93.6
(LU)	J+5	99.6	99.7		98.5	99.5		99.2	100.0	99.9	95.9	98.7	98.2	98.2	99.0				93.3	99.6	99.5	96.4	99.1		96.3	96.9	99.2	99.6	100.0	99.6
	ADD	2.2	2.0		2.8	2.1		2.2	1.9	1.9	2.6	2.8	3.0	2.5	2.3				3.0	2.0	2.3	2.8	2.1		2.9	3.4	2.4	2.1	2.0	2.1
Malta	J+3			39.3	20.0				44.6	40.3		33.3			8.3							20.0			27.3	27.3				78.0
(MT)	J+5			84.8	100.0				79.7	88.9		100.0			26.0							90.0			63.6	63.6				95.7
	ADD			4.3	4.3				4.4	4.0		4.0			8.1							4.2			4.5	5.7				3.0
Netherlands	J+3	97.2	97.7	25.4	83.9	98.7		97.9	95.9	98.7	85.0	90.1	95.3	93.0	94.5			97.1	56.3		97.8	90.5	95.8		85.1	26.9	91.1	97.8	97.5	97.1
(NL)	J+5	98.8	99.5	80.3	97.1	99.5		99.4	99.3	99.8	96.8	96.9	99.3	99.5	99.0			99.6	94.2		99.4	98.5	99.1		98.0	60.7	98.7	99.5	99.3	99.2
	ADD	2.0	2.0	4.7	2.7	2.0		2.0	2.1	1.9	2.6	2.4	2.1	2.2	2.1			2.0	3.6		2.0	2.4	2.1		2.6	5.3	2.3	2.0	1.9	2.0
Norway	J+3	89.8	96.8	62.3	84.2	97.7	90.0	96.5	95.1	96.0	81.3	77.6	97.4	88.5	87.9	90.7		80.9	33.8	97.5		95.3	86.2		33.9	33.3	84.1	97.9	92.0	95.3
(NO)	J+5	96.7	99.6	87.7	98.1	99.7	98.0	99.4	98.4	98.5	96.3	96.6	99.7	97.0	98.2	100.0		97.0	93.0	100.0		98.4	98.7		82.3	77.8	96.8	99.6	99.1	99.4
	ADD	2.3	2.1	3.6	2.7	2.0	2.4	2.1	2.2	2.1	2.7	2.9	2.0	2.5	2.5	2.3		3.0	4.2	2.0		2.2	2.6		4.4	4.5	2.5	1.9	2.3	2.2
Poland	J+3		90.8	57.7	87.1				83.4	92.8		86.8		77.6	74.2			76.0	29.1	87.1			72.1	59.0	78.7	89.4	74.8	91.6		71.8
(PL)	J+5		99.6	86.2	98.8				97.9	99.4		98.2		95.8	95.5			98.6	65.8	99.0			95.6	93.4	98.2	98.5	95.8	98.2		95.1
	ADD		2.5	3.8	2.6				2.8	2.4		2.5		2.9	3.0			3.0	5.5	2.6			3.1	3.4	2.8	2.5	2.9	2.4		3.2
Portugal	J+3	88.3	93.6	31.3	75.4	92.6		82.6	94.9	96.0	59.5	71.9	74.0	82.8	90.3			96.1	33.3	95.1	85.5	77.1		37.4	57.9	57.4	91.2	93.2	98.9	90.8
(PT)	J+5	99.4	98.8	73.1	98.1	97.7		99.1	98.8	98.9	89.5	96.5	95.6	97.7	98.8			100.0	72.7	99.5	99.7	97.8		82.7	96.1	95.1	98.8	100.0	99.5	99.1
	ADD	2.5	2.2	4.7	3.1	2.3		2.8	2.2	2.1	3.6	2.9	3.0	2.7	2.3			2.0	4.8	2.1	2.6	2.9		4.4	3.4	3.5	2.3	2.3	2.0	2.4
Romania	J+3				55.0	62.4			45.4	20.0	39.1	64.3			8.0							52.0	46.8				44.8		27.4	27.1
(RO)	J+5				93.6	93.6			84.9	73.4	82.8	95.2			27.2							91.9	93.3				87.3		88.0	81.3
	ADD				3.5	3.4			4.1	4.9	4.2	3.3			8.3							3.8	3.7				3.9		4.2	4.5
Slovak Rep.	J+3	86.1			96.3				73.8	84.0		70.7							35.5	75.2		67.7				53.6				58.0
(SK)	J+5	97.4			98.7				97.3	98.3		96.8							67.7	97.6		96.6				93.2				90.5
	ADD	2.7			2.0				3.0	2.7		3.1							4.9	2.9		3.1				3.5				3.6
Slovenia	J+3	92.3			50.0					91.3		87.5			41.2				56.2			78.6			85.8		55.7		88.8	
(SI)	J+5	98.9			87.5					98.3		97.9			60.2				87.5			100.0			97.8		94.8		98.3	
	ADD	2.2			3.3					2.2		2.6			6.1				3.8			2.7			2.8		3.5		2.5	
Spain	J+3	91.9	95.2	56.1	79.1	94.0		85.5	92.2	94.9	72.7	74.8	72.6	85.5	90.7			93.7	75.4	95.2	88.0	73.0	96.0	48.9	34.5	71.1		91.5	96.1	86.9
(ES)	J+5	98.7	99.1	88.4	96.4	99.4		98.5	98.4	99.2	96.1	97.7	95.9	97.4	98.4			98.5	91.2	99.5	98.5	95.7	99.8	86.7	79.3	94.1		97.9	99.1	98.1
	ADD	2.3	2.1	3.8	2.8	2.2		2.6	2.3	2.2	3.0	2.9	3.1	2.6	2.3			2.3	3.4	2.2	2.5	3.1	2.1	3.8	4.4	3.2		2.3	2.1	2.6
Sweden	J+3	96.4	95.7	55.6	90.2	97.9	91.0	98.2	93.5	97.6	80.1	91.9	96.3	92.2	86.7	94.9	90.7	89.8	83.3	98.4	98.4	93.0	90.2		87.6	82.8	88.0		98.9	95.3
(SE)	J+5	99.2	99.4	79.5	98.0	99.8	100.0	99.5	99.7	99.9	94.5	100.0	99.4	98.9	96.4	98.3	97.3	99.4	97.3	100.0	99.8	98.9	98.1		96.3	97.5	98.3		100.0	99.7
	ADD	2.0	2.1	4.2	2.5	1.9	2.3	2.0	2.2	2.0	2.8	2.2	2.1	2.3	2.5	2.1	2.5	2.3	2.9	2.0	2.0	2.3	2.5		2.7	2.8	2.4		2.0	2.1
Switzerland	J+3	97.8	96.8		91.9	96.3		97.1	97.3	98.7	87.0	92.1	91.3	90.5	92.0			97.4	78.4	97.9	93.8	86.5	98.2	24.5	89.5	89.0	91.6	97.7		96.2
(CH)	J+5	99.7	99.2		97.3	99.7		99.2	99.3	99.9	97.7	98.5	98.1	98.9	98.8			99.2	97.5	99.8	98.5	98.4	99.7	78.8	99.2	98.5	98.7	99.1		99.8
	ADD	2.0	2.1		2.4	2.0		2.0	2.0	1.9	2.4	2.3	2.4	2.3	2.3			2.0	2.9	2.0	2.3	2.5	2.1	4.6	2.4	2.6	2.2	2.0		2.1
United	J+3	87.3	94.6	50.8	80.3	87.7		89.5	92.1	91.0	73.9	77.2	85.2	86.2	80.2			90.9	82.4	87.8	86.8	70.9	91.3	54.8	55.6	57.8	81.6	89.4	90.9	
Kingdom	J+5	96.8	98.8	86.4	96.1	97.7		99.0	98.5	99.0	95.7	95.1	96.6	97.2	95.7			98.4	95.8	96.6	98.3	93.4	98.5	89.1	87.0	89.1	97.1	97.7	98.8	
(GB)	ADD	2.5	2.2	3.9	2.9	2.4		2.5	2.3	2.3	3.0	3.0	2.6	2.5	2.8			2.4	2.9	2.5	2.5	3.2	2.4	3.7	3.7	3.7	2.7	2.4	2.4	

IPC publishes UNEX end-to-end results on a yearly basis, reporting on international priority mail delivered by the national postal operators.

Key performance indicators: the three indicators presented in this brochure are the percentage of mail items delivered within three days (J+3), i.e. the speed indicator, within five days (J+5), i.e. the reliability indicator, and the average number of delivery days (ADD) taken to deliver mail. J (Jour, for Day) is the day of posting and e.g. +3 expresses the number of days before final delivery to the addressee during which time collection, sorting, national and international transport, and delivery take place.

Method of calculation: based on a 5-day business week, that is to exclude Saturdays and Sundays, and to exclude national and regional public/postal holidays in the destination country. The following countries have Saturday mail delivery: Denmark, Estonia, France, Germany, Italy, Latvia, Lithuania, Malta, The Netherlands, Norway, Slovenia, Switzerland and United Kingdom.

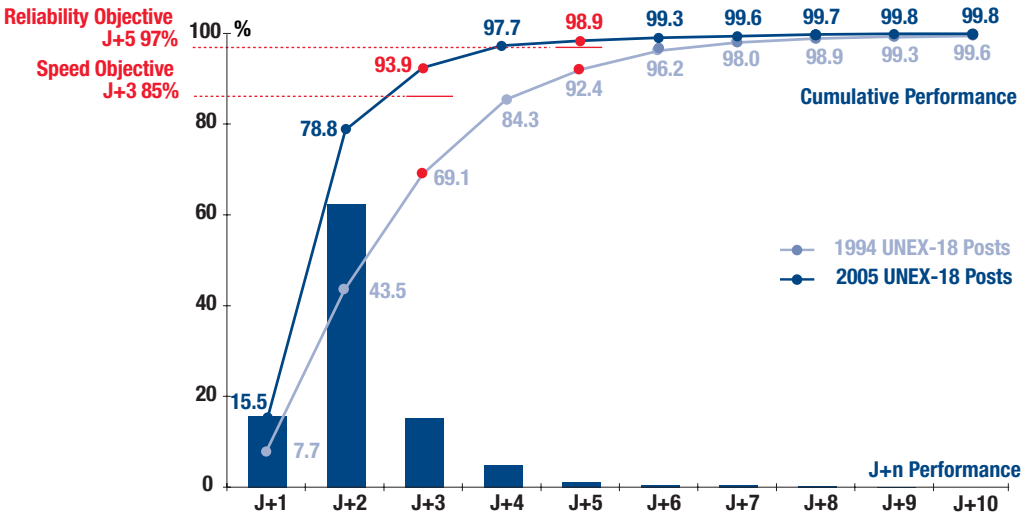
Statistical design: The UNEX measurement is carried out continuously over the year and covers both urban and rural areas in Europe. It represents the real mail flows, the patterns and the characteristics of international letter mail such as induction and franking methods, weight, size, addressing. The statistical accuracy of 76% of the country-to-country results ranges between 1 and 5%, within a 95 per cent level of confidence, while 24% reach an accuracy above 5%, mainly on small volume real mail flows.

Maintaining High Service Remains the Priority of the UNEX Postal Operators

J+n Performance and Cumulative Performance

The chart below shows aggregated results for the group of 18 countries that have been monitored by UNEX since 1994, for comparison purposes. These countries are the EU before May 2004 enlargement, along with Iceland, Norway and Switzerland; in this publication they are presented as "UNEX-18". Results from UNEX show that, over time, IPC's Postal operators have enhanced their customer service in terms of both speed and reliability, by improving international and domestic operations, and that they continue to exceed both EU objectives, on average.

For 2005, the results show that 93.9% of first class mail was delivered within three days of posting (speed indicator) and 98.9% within five days (reliability indicator).



Along with the average level of results achieved, the consistency of quality of service that the customers receive on a country-to-country basis is also an important criterion for assessing postal performance in Europe. In the UNEX-18 measure, 84% of the 306 country-to-country flows met the 85% J+3 objective.

The overall European average performance for the UNEX-29 participating Posts and countries, covering 286 new flows further to the 306 flows above, reached 93.1% J+3, also well above the EU objective, and 98.7% J+5. The overall average delivery days was 2.2. The measure of service consistency on a country-to-country basis shows that 61% of all 592 flows met the 85% J+3 objective.

Independence of Results

The validity and independence of the statistics are guaranteed by the UNEX external monitoring contractors, IBM and Research International.

UNEX Design in Europe

In 2005, about 350,000 test letters of representative types and sizes, induction and franking methods, were sent into 592 country-to-country mail streams, covering both urban and rural areas in Europe. They carried hi-tech Radio Frequency Identification (RFID) devices.

Radio Frequency Identification (RFID) Technology

Adding significant value to the UNEX test items are the RFID transponder tags, which are inserted into test letters. These provide IPC with detailed information on the letter journey, automatically gathered by RFID equipment placed at strategic intervals along the mail processing chain. In a fully anonymous manner, they help to identify any delays which may occur along the postal pipeline, from origin country to destination country, and Postal operators' responsibilities.

In 2005, the RFID Diagnostic system operated by IPC was in place in 48 countries, covering more than 200 sites and 1000 RFID readers.

The International Post Corporation SC (IPC) is a cooperative association of 23 national postal operators. Its corporate mission is the provision of assistance and expertise to facilitate the development and improvement of postal services. IPC's members are: Australia Post, Österreichische Post AG (Austria), De Post/La Poste (Belgium); Canada Post, the Department of Postal Services (Cyprus); Post Danmark, Finland Post Corporation, Groupe La Poste (France), Deutsche Post AG (Germany), Hellenic Post ELTA (Greece), Magyar Posta (Hungary), Iceland Post, An Post (Ireland), Poste Italiane S.p.A. (Italy), Postes et Télécommunications (Luxembourg), TNT NV (The Netherlands), Norway Post, CTT Correios de Portugal SA, Correos y Telégrafos (Spain), Posten AB (Sweden), Swiss Post, Royal Mail Group plc (The United Kingdom), and The United States Postal Service.

As of 2005, the UNEX Monitoring System covers IPC Members together with the national postal operators of the Members States that joined the European Union in May 2004 and of one EU Accession country. The new participants in UNEX, in addition to the Department of Postal Services of Cyprus and the Hungarian Post that are already mentioned above, are Česká Pošta (Czech Republic), Eesti Post (Estonia), Latvijas Pasts (Latvia), Lietuvos Paštas (Lithuania), Maltapost plc (Malta), Poczta Polska (Poland), Posta Româna (Romania), Slovenská Pošta (Slovak Republic) and Pošta Slovenije (Slovenia).