

PRIME REPORTS

GCSS

User Guide

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INTRODUCTION

Global Customer Service System (GCSS) is a web-based application that enables the exchange of inquiries through pre-defined workflows between postal operators' customer service departments. The system allows for immediate action on customer queries as customer service agents have access to detailed item tracking information. GCSS sets response targets to ensure a timely resolution of these queries.

PRIME is supported in GCSS through three PRIME modules:

- Exprès/Tracked (EXP/TRA)
- Registered (REG)
- Insured (INS)

PRIME produces several reports on all three modules, so that operators can monitor their performance on GCSS. These reports have had a major update in 2019.

The latest update to this guide was done in June 2024. The update was required to align with the new requirements for the 2024 GCSS Awards monitoring criteria.

This User Guide provides an overview of the updated PRIME GCSS reports and explains how to read them. The calculation rules behind every report are explained in detail.

REPORT OVERVIEW AND COMMON FEATURES

This chapter provides an overview of the different PRIME GCSS reports. It also describes the features that are common to the different reports: the report structure, the sent versus received perspective, and a set of general rules.

Report overview

The following PRIME GCSS reports are provided:

- **Consolidated report:** The Consolidated report contains the Customer Service Response Quality, which is the global PRIME GCSS score of a post. The report also provides a view on the most important metrics in the duration and timeliness reports, as well as some related information.
- **Duration report:** The duration report focusses on the average duration of workflows, and compares the duration of Level 1, Level 2, escalation and reactivation.
- **Timeliness report:** The timeliness report indicates both whether inquiries were replied to on time, and whether inquiries and replies were opened on time. Related to this, it reports on the total amount of SUMs that were created.
- **Quality and anomalies:** The Quality and anomalies report provides a view on the total number of QUM and SUM messages and replies, as well as on the inquiry reply ratings.
- **Reason of inquiries:** The Reason of inquiries report contains the amount of inquiries per type of request.
- **Time management report:** The Time management report provides a view, per type of request, on time to open, time to reply, and time not used as compared to the target reply time.
- **Notification report:** The Notification report provides a view on the number of notifications created, how many of these are replied or ignored, and how many resulted in an inquiry. It also reports on the time to open and reply to notifications, as well as the time to open notification replies.

Each of the above reports has two versions, one to provide the perspective of inquiries that are received, and the other for inquiries that are sent. The only exception is the Time management report, which only exists for the received perspective.

All these reports are created per PRIME module:

- Exprès/Tracked (EXP/TRA)
- Registered (REG)
- Insured (INS)

The reports are created several times a year, for different periods of time:

- Month
- Quarter
- Year

Report structure

All PRIME GCSS reports are similar in structure. They have a heading, some general information, and a main table.

Heading

Every report starts with a heading on the top, left:



The header contains:

- The indication that it's a PRIME report
- The type of report e.g. Consolidated
- Whether the report provides the perspective of inquiries that were received or sent e.g. Received

General information

The Module, Reporting period and Creation date of the report are mentioned above the main table, on the top, right:

Module	Prime Expres/Tracked
Reporting Period	01/03/2024 - 31/03/2024
Creation Date	09/04/2024 ©IPC

Main table

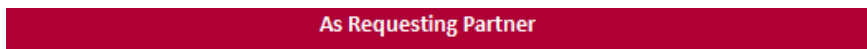
The main part of the report is the table.

Top of the table

On top of the table, there is again an indication whether the report provides the perspective of inquiries that were received or sent:



As Replying Partner: the report provides the perspective of inquiries that were received.



As Requesting Partner: the report provides the perspective of inquiries that were sent.

Columns

The columns of the main table vary per type of report, and will be explained in the next chapter.

Rows

The rows of the main table split the data per posts. For every post, both the ISO code and the Country Name are provided:

ISO	Country Name
AU	Australia
CA	Canada
CN	China

If the above example were part of a sending report, it should be read as follows: the first row contains statistics for workflows that are initiated by Post AU.

If the above example were part of a receiving report is, it should be read the other way around: the first row contains statistics for workflows that are sent to Post AU.

Posts are included in a report only if there is data in the relevant period. If a post e.g. did not send any inquiries, its name will not be found in the list of the sending perspective.

Totals row

The main table concludes with a totals row. For columns that contain amounts of inquiries or workflows (#), the totals are simple sums. For columns that contain percentages or working hours/days, the total is a weighted average.

Sent versus received perspective

The difference between the sent and the received perspective is in the way the workflows are divided over the rows of the main table. In the sending report the rows reflect workflows that are initiated by the different posts. In the receiving report the rows reflect workflows that are received by the different posts.

However, the same set of workflows is considered for both perspectives. So for a certain type of report (e.g. Consolidated), both the sending and the receiving perspective take into account the same workflows. As a result, the totals row of the Consolidated Receiving and Sending reports (for the same period), will contain the same values.

General rules

There are some rules that are common for all reports:

- Reports only include workflows that are closed, where the close date is in the specified period
 - The Notification report is the only exception (the rules behind the Notification report are explained in the next chapter)
- Redirects are excluded from the reports for the time being
- Duration in working hours/days is calculated as follows:
 - Non-working hours/days are excluded
 - Official holidays are excluded
 - Official down-time of the GCSS system is excluded
 - An average of 8 hours is used for the conversion of average duration of working hours to working days

REPORT SPECIFIC RULES

This chapter contains the underlying rules that are specific to every report. These rules are described per column of the main table.

Consolidated report

The Consolidated report contains the Customer Service Response Quality, which is the global PRIME GCSS score of a post. The report also provides a view on the most important metrics in the duration and timeliness reports, as well as some related information.

Received perspective

Column header	Column sub header	Calculation rules			
Customer Service Response Quality	Time to open requests (0.1) Time to open replies (0.1) On time reply (0.35) Workflow Duration (0.15) 1 Lvl resolution (0.20) Outstanding (0.10)	The global score of a post. The Customer Service Response Quality is calculated based on metrics that can be found in the different PRIME GCSS reports:			
		Metric	Weight	Report containing this metric	Column containing this metric
		% of requests opened in less than 4/6 hours	0.1	Timeliness receiving	L1+L2 Requests received opened in less than 4/6* hours *Depends on the module: 4 for EXP/TRA and INS; 6 for REG
% of replies opened in less than 4/6 hours	0.1	Timeliness sending	L1+L2 Replies received opened in less than 4/6* hours *Depends on the module: 4 for EXP/TRA and INS; 6 for REG		

		% of requests replied before the due date expires	0.35	Consolidated receiving	On Time Reply
		% of workflows resolved in less than 15/20 days	0.15	Consolidated receiving	Workflow Duration < 15/20* Working Days *Depends on the module: 15 for EXP/TRA and INS; 20 for REG
		% of workflows resolved at level 1	0.2	Consolidated receiving	1 Lvl Resolution
		% of Outstanding (Time to Open Requests Received)	0.10	Consolidated receiving	Percentage of outstanding inquiries for Time to Open Requests Received. Scoring: 0% -> 0.10 50% -> 0.05 100% -> 0.00
		If a post has not sent or received any inquiries in the relevant period, and subsequently one or more of the metrics cannot be calculated, the weight of the other metrics is adapted so that the correct proportion is maintained.			
Column header	Column sub header	Calculation rules			

Timeliness	On Time Reply	Inquiries Received	#	<p>The total number of inquiries (L1Q and L2Q) received.</p> <p>If several inquiries are received for the same workflow, they are all included.</p>
		On Time Reply (standard > 98%)	%	<p>Percentage of inquiries (L1Q and L2Q) that were replied to on-time, compared to the total amount of inquiries.</p> <p>On time means that the reply (L1R or L2R) is sent on or before the due date.</p> <p>The threshold of this KPI is 98%.</p>
	Time To Open Requests Received	Avg Time To Open (REG < 6h INS/EXP/TRA < 4h)	Working Hours	<p>Average time to open an inquiry (L1Q and L2Q), expressed in working days.</p> <p>Time to open is the amount of the time between the sending of inquiry, and its opening by the receiver.</p>
		Outstanding	#	<p>The number of open inquiries where a reply needs to be provided.</p> <p>In general, the GCSS PRIME reports only take into account workflows that are closed, but this metric is an exception.</p>
%	<p>Percentage of outstanding inquiries compared to the total number of inquiries received.</p>			
Quality	Workflow Resolution	Workflow Received	#	<p>The total number of workflows received (that were closed in the relevant period).</p>

	1 Lvl Resolution (standard > 75%)	%	<p>The total number of workflows that ended at Level 1. These workflows have no Level 2 Request (L2Q).</p> <p>The threshold of this KPI is 75%.</p>
	Reactivation (< 10 %)	%	<p>The total number of workflows that are reactivated. These workflows have more than 1 L1Q, where 2 consecutive L1Q's are to the same receiver.</p>
Workflow Duration (> 20 Working Days)	Average duration	Working Days	<p>The average duration of all workflows that were resolved in more than 20 days, excluding escalation and reactivation time, and excluding the time between the last reply until the closure of the case (manual or automatic).</p> <p>This duration is calculated as the sum of the Level 1 duration and the Level 2 duration, expressed in working days.</p>
	Resolved Cases	%	<p>The percentage of workflows that were resolved in more than 20 working days (same calculation as above), compared to the total number of workflows</p>
Workflow Duration (<20 Working Days)	Average duration	Working Days	<p>The average duration of all workflows that were resolved within 20 days, excluding escalation and reactivation time, and excluding the time between the last reply until the closure of the case (manual or automatic).</p> <p>This duration is calculated as the sum of the Level 1 duration and the Level 2 duration, expressed in working days.</p>

		Resolved Cases (REG > 80%)	%	The percentage of workflows that were resolved within 20 working days (same calculation as above), compared to the total number of workflows. The threshold of this KPI is 80% for the module Registered.
	Workflow Duration (< 15 Working Days)	Average duration	Working Days	The average duration of all workflows that were resolved within 15 days, excluding escalation and reactivation time, and excluding the time between the last reply until the closure of the case (manual or automatic). This duration is calculated as the sum of the Level 1 duration and the Level 2 duration, expressed in working days.
		Resolved Cases (INS/EXP/TRA > 80%)	%	The percentage of workflows that were resolved within 15 working days (same calculation as above), compared to the total number of workflows. The threshold of this KPI is 80% for the modules Insured, Expres and Tracking.

Sent perspective

The columns are similar to the ones in the receiving report (taking into account workflows that were sent instead of received). Important differences are that in the sending perspective there is no 'Customer Service Response Quality' column; and that the 'Time to open requests received' is replaced by 'Time to open replies received'.

Column header	Column sub header	Calculation rules
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	Average Time To Open Replies Received	working hours	Average time to open a reply (L1R and L2R), expressed in working days. Time to open is the amount of the time between the sending of reply, and its opening by the receiver.
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Totals row

The last row of the report contains the totals:

- For the amounts (#), the totals are simple sums
- For the averages (% and working days), the totals are weighted averages based on the inquiries received

Duration report

The duration report focusses on the average duration of workflows, and compares the duration of Level 1, Level 2, escalation, and reactivation.

Received perspective

Column header	Column sub header	Calculation rules
Workflows Received	#	The total number of workflows received (that were closed in the relevant period).
Workflows with only one level	Workflow L1 #	The total number of workflows that ended at Level 1. These workflows have no Level 2 Request (L2Q).

	Average Duration L1	Working days	The average duration of the workflows that ended at Level 1, expressed in working days. This duration is the time between the sending of the L1Q and the sending of the L1R.
	1 Level Resolution	%	The percentage of workflows that ended at Level 1, compared to the total amount of workflows in the report.
Workflows with two levels	Workflow L1+L2	#	The total number of workflows that ended at Level 2. These workflows have exactly 1 L1Q and 1 L2Q.
	Average Duration L1	Working days	The average duration in Level 1 of the workflows in this category, expressed in working days. This duration is the time between the sending of the L1Q and the sending of the L1R.
	Average Duration L2	Working days	The average duration in Level 2 of the workflows in this category, expressed in working days. This duration is the time between the sending of the L2Q and the sending of the L2R.
	Average escalation time L1R-L2Q	Working days	The average escalation time of the workflows in this category, expressed in working days. This escalation time is the time between the sending of the L1R and the sending of the L2Q.
	Average Duration L1+L2 (Escalation Incl.)	Working days	The average duration of the workflows in this category, expressed in working days. This duration is the time between the sending of the L1Q and the sending of the L2R. It includes escalation time.
	2 Level Resolution	%	The percentage of workflows in this category, compared to the total amount of workflows in the report.
Reactivated workflows	Workflows > 2 Levels	#	The total number of workflows that are reactivated. These workflows have more than 1 L1Q, where 2 consecutive L1Q's are to the same receiver.

	Reactivation Ratio	%	The percentage of workflows in this category, compared to the total amount of workflows in the report.
Workflow Duration	Average duration	working days	The average duration of all workflows in the report, excluding escalation and reactivation time, and excluding the time between the last reply until the closure of the case (manual or automatic). This duration the sum of all Level 1 durations and all Level 2 durations, expressed in working days.
	Cases resolved > 20 Working Days	#	The number of workflows that were resolved after 20 working days or more, i.e. the average duration (calculated as explained above) is more than 20 working days.
		%	The percentage of workflows in this category, compared to the total amount of workflows in the report.
	Cases resolved within 20 Working Days	#	The number of workflows that were resolved within 20 working days, i.e. the average duration (calculated as explained above) is equal to or less than 20 working days.
		%	The percentage of workflows in this category, compared to the total amount of workflows in the report.
	Cases resolved within 15 Working Days	#	The number of workflows that were resolved within 15 working days, i.e. the average duration (calculated as explained above) is equal to or less than 15 working days.
		%	The percentage of workflows in this category, compared to the total amount of workflows in the report.

Sent perspective

The first columns are similar to the ones in the duration receiving report (taking into account workflows that were sent instead of received). The sending perspective contains some extra columns at the end:

Column header	Column sub header		Calculation rules
Closed Cases	Automatic Archived Cases	#	The number of workflows that were closed automatically.
		%	The percentage of workflows in this category, compared to the total amount of workflows in the report.
	Manual Archived Cases	#	The number of workflows that were closed manually.
		%	The percentage of workflows in this category, compared to the total amount of workflows in the report.

Totals row

The last row of the reports contains the totals:



- For the amounts (#), the totals are simple sums
- For the averages (% and working days), the totals are weighted averages based on the relevant columns (e.g. the total “Average Duration L1” within “Workflows with only one level”, is weighted based on the number of “Workflow L1”)

Timeliness report

The timeliness report indicates both whether inquiries were replied to on time, and whether inquiries and replies were opened on time. Related to this, it reports on the total amount of SUMs that were created.

Received perspective

Column header		Column sub header	Calculation rules
Workflows Received		#	The total number of workflows received (that were closed in the relevant period).
L1	Inquiries	#	The total number of L1Q received. If several L1Q's are received for the same workflow, they are all included.
	On Time	%	Percentage of L1Q that were replied to on-time, compared to the total amount of L1 Inquiries. On time means that the L1R is sent on or before the due date.

	Late	%	<p>Percentage of L1Q that were replied to late, compared to the total amount of L1 Inquiries.</p> <p>Late means that the L1R is sent after the due date.</p>
	SUM Received	#	<p>The total number of SUMs on all Level 1 requests. These SUMS are created either by the receiving or the sending country.</p>
	Average Time To Open Requests Received	Working hours	<p>Average time to open an L1Q, expressed in working days.</p> <p>Time to open is the amount of the time between the sending of L1Q, and it's opening by the receiver.</p>
	Requests received opened in less than 4/6 hours	%	<p>The number of L1Q's that were opened within the deadline, compared to the total number of L1Q's.</p> <p>The Time to open deadline is defined per module:</p> <ul style="list-style-type: none"> • EXP/TRA or INS: 4 hours • REG: 6 hours
L2	Inquiries	#	<p>The total number of L2Q received.</p> <p>If several L2Q's are received for the same workflow, they are all included.</p>

On Time	%	Percentage of L2Q that were replied to on-time, compared to the total amount of L2 Inquiries. On time means that the L2R is sent on or before the due date.
Late	%	Percentage of L2Q that were replied to late, compared to the total amount of L2 Inquiries. Late means that the L2R is sent after the due date.
SUM Received	#	The total number of SUMs on all Level 2 requests. These SUMS are created either by the receiving or the sending country.
Average Time To Open Requests Received	Working hours	Average time to open an L2Q, expressed in working days. Time to open is the amount of the time between the sending of L2Q, and its opening by the receiver.
Requests received opened in less than 4/6 hours	%	The number of L2Q's that were opened within the deadline, compared to the total number of L2Q's. The Time to open deadline is defined per module: <ul style="list-style-type: none"> • EXP/TRA or INS: 4 hours • REG: 6 hours

L1+L2	Inquiries	#	<p>The total number of inquiries (L1Q and L2Q) received.</p> <p>If several inquiries are received for the same workflow, they are all included.</p>
	On Time	%	<p>Percentage of inquiries (L1Q and L2Q) that were replied to on-time, compared to the total amount of inquiries.</p> <p>On time means that the reply (L1R or L2R) is sent on or before the due date.</p>
	Late	%	<p>Percentage of inquiries (L1Q and L2Q) that were replied to late, compared to the total amount of inquiries.</p> <p>Late means that the reply (L1R or L2R) is sent after the due date.</p>
	Average Time To Open Requests Received	Working hours	<p>Average time to open an inquiry (L1Q and L2Q), expressed in working days.</p> <p>Time to open is the amount of the time between the sending of inquiry, and it's opening by the receiver.</p>
	Requests received opened in less than 4/6 hours	%	<p>The number of inquiries (L1Q and L2Q) that were opened within the deadline, compared to the total number of inquiries.</p> <p>The Time to open deadline is defined per module:</p> <ul style="list-style-type: none"> • EXP/TRA or INS: 4 hours • REG: 6 hours

SUM Usage	Total Late Reply	#	The number of inquiries (L1Q and L2Q) that were replied to late, and for which at least one SUM is created either by the receiving or the sending country.
	Total SUM Received	#	The total number of SUMs on inquiries, created either by the receiving or the sending country.

Sent perspective

The columns are similar to the ones in the receiving report (taking into account workflows that were sent instead of received). The difference is that the sending perspective looks at time to open replies received instead of requests received:

Column sub header		Calculation rules
Average Time To Open Replies Received	working hours	<p>Average time to open a reply (L1R and L2R), expressed in working days.</p> <p>Time to open is the amount of the time between the sending of reply, and its opening by the receiver.</p>



Replies received opened in less than 4/6 hours	%	<p>The number of replies (L1R and L2R) that were opened within the deadline, compared to the total number of replies.</p> <p>The Time to open deadline is defined per module:</p> <ul style="list-style-type: none"> • EXP/TRA or INS: 4 hours • REG: 6 hours
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Totals row

The last row of the report contains the totals:

- For the amounts (#), the totals are simple sums
- For the averages (% and working days), the totals are weighted averages based on the relevant number of inquiries (e.g. the total “% On time” within “L1”, is weighted based on the number of inquiries within that same section, L1)

Quality and anomalies

The Quality and anomalies report provides a view on the number of QUM and SUM messages and replies, as well as on the inquiry reply ratings.

Received perspective

Column header	Column sub header		Calculation rules
L1	Inquiries Received	#	<p>The total number of L1Q received.</p> <p>If several L1Q's are received for the same workflow, they are all included.</p>

	QUM sent	#	The total number of QUMs sent on Level 1. These QUMs were sent by the post that received the inquiry.
		%	The percentage of QUMs sent on a Level1, compared to the total number of L1Q received.
	QUM replied	#	The total number of QUM replies on Level 1. These are replies to the QUMs sent by the post that received the inquiry.
		%	The percentage of QUM replies on Level1, compared to the total number of L1Q received.
	SUM sent	#	The total number of SUMs sent on Level 1. These SUMs were created by the post that received the inquiry.
		%	The percentage of SUMs sent on Level 1 (by the post that received the inquiry), compared to the total number of L1Q received.

	SUM received	#	The total number of SUMs received on Level 1. These SUMs were created by the post that sent the inquiry.
		%	The percentage of SUM received on Level 1 (created by the post that sent the inquiry), compared to the total number of L1Q received.
L2	Inquiries Received	#	The total number of L2Q received. If several L2Q's are received for the same workflow, they are all included.
	QUM sent	#	The total number of QUMs sent on Level 2. These QUMs were sent by the post that received the inquiry.
		%	The percentage of QUMs sent on Level 2, compared to the total number of L2Q received.
	QUM replied	#	The total number of QUM replies on Level 2. These are replies to the QUMs sent by the post that received the inquiry.

		%	The percentage of QUM replies on Level 2, compared to the total number of L2Q received.
	SUM sent	#	The total number of SUMs sent on Level 2. These SUMs were created by the post that received the inquiry.
		%	The percentage of SUMs sent on Level 2 (by the post that received the inquiry), compared to the total number of L2Q received.
	SUM received	#	The total number of SUMs received on Level 2. These SUMs were created by the post that sent the inquiry.
		%	The percentage of SUM received on Level 2 (created by the post that sent the inquiry), compared to the total number of L2Q received.
L1+L2	Inquiries Received	#	The total number of inquiries (L1Q and L2Q) received. If several inquiries are received for the same workflow, they are all included.

	QUM sent	#	The total number of QUMs sent. These QUMs were sent by the post that received the inquiry.
		%	The percentage of QUMs sent, compared to the total number of inquiries received.
	QUM replied	#	The total number of QUM replies. These are replies to the QUMs sent by the post that received the inquiry.
		%	The percentage of QUM replies, compared to the total number of inquiries received.
	SUM sent	#	The total number of SUMs sent. These SUMs were created by the post that received the inquiry.
		%	The percentage of SUMs sent (by the post that received the inquiry), compared to the total number of inquiries received.

	SUM received	#	The total number of SUMs received. These SUMs were created by the post that sent the inquiry.
		%	The percentage of SUM received (created by the post that sent the inquiry), compared to the total number of inquiries received.
Poorly Reply Rating	L1	#	The total number of poor reply ratings received at Level 1.
		%	Percentage of poor reply ratings received at Level 1, compared to number of L1Q's received.
	L2	#	The total number of poor reply ratings received at Level 2.
		%	Percentage of poor reply ratings received at Level 2, compared to L2Q's received.
	Total	#	The total number of poor reply ratings received.



		%	Percentage of poor reply ratings received, compared to the total of inquiries received.
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Sent perspective

The columns are similar to the ones in the receiving report (taking into account workflows that were sent instead of received). The differences are that in the sending perspective there are no 'Poorly Reply Ratings' columns; and that this time the QUMs created by the post that received the inquiry, are labelled QUMs received instead of QUMs sent.

Totals row

The last row of the report contains the totals:

- For the amounts (#), the totals are simple sums
- For the averages (%), the totals are weighted averages based on the relevant number of inquiries

Reason of inquiries

The Reason of inquiries report provides a view on the amount of inquiries per type of request.

Received perspective

Column header	Column header	sub	Calculation rules
Inquiries Received	#		The total number of inquiries (L1Q and L2Q) received. If several inquiries are received for the same workflow, they are all included.



Status	#	The total number of inquiries where 'type of request' is Update / confirmation item status (short name: Status).
	%	The percentage of status requests, compared to the total amount of inquiries.
WPOD	#	The total number of inquiries where 'type of request' is WPOD.
	%	The percentage of WPOD requests, compared to the total amount of inquiries.
Disputed delivery	#	The total number of inquiries where 'type of request' is Disputed delivery.
	%	The percentage of disputed delivery requests, compared to the total amount of inquiries.
Change	#	The total number of inquiries where 'type of request' is Request for change (short name: Change).
	%	The percentage of Change requests, compared to the total amount of inquiries.
Customs investigation	#	The total number of inquiries where 'type of request' is Customs investigation.
	%	The percentage of customs investigation requests, compared to the total amount of inquiries.
Delayed delivery	#	The total number of inquiries where 'type of request' is Explanation delayed delivery / processing (short name: Delayed delivery).
	%	The percentage of delayed delivery requests, compared to the total amount of inquiries.
Unexplained Return	#	The total number of inquiries where 'type of request' is Unexplained return of item (short name: Unexplained Return).
	%	The percentage of unexplained return requests, compared to the total amount of inquiries.
COD	#	The total number of inquiries where 'type of request' is COD amount not received (short name: COD).
	%	The percentage of COD requests, compared to the total amount of inquiries.
Damage	#	The total number of inquiries where 'type of request' is Damage / missing contents (short name: Damage).
	%	The percentage of damage requests, compared to the total amount of inquiries.
Missent	#	The total number of inquiries where 'type of request' is Missent / redirected / transit (short name: Missent).
	%	The percentage of missent requests, compared to the total amount of inquiries.
Advice of Delivery	#	The total number of inquiries where 'type of request' is Advice of Delivery.
	%	The percentage of advice of Delivery requests, compared to the total amount of inquiries.



Sent perspective

The columns are the same as the ones in the receiving report (taking into account workflows that were sent instead of received).

Totals row

The last row of the report contains the totals:

- For the amounts (#), the totals are simple sums
- For the averages (%), the totals are weighted averages based on the total amount of inquiries

Time management report

The Time management report provides a view, per type of request, on time to open, time to reply, and time not used as compared to the target reply time.

Received perspective

Per type of request, the report contains 7 columns. This division per type of request follows the logic as described in the PRIME Reason for Inquiries Report (explained above). Below you find the explanation of the columns per type of request.

WPOD, Request for change, Delayed delivery, Unexplained return and Advice of delivery only provide the L1 section. Disputed Delivery only provides the L2 section.

Column header	Column sub header	Calculation rules
Inquiries	#	The total number of inquiries of the relevant type of request.
L1	Time to open Working Hours	Average time to open L1Q's of the specific type of request, expressed in working hours. This Time to open is the time between the moment when the L1Q was sent and when it was opened by the receiver.

	Time used to reply		<p>Average time to reply to L1Q's of the specific type of request, expressed in working hours.</p> <p>This Time to reply is the time between the moment when the L1Q was opened by the receiver, and the reply was sent.</p>																						
	Time not used		<p>Average time that is not used for L1Q's of the specific type of request, expressed in working hours.</p> <p>This Time not used is the difference between the target reply time and the sum of Time to open and Time used to reply.</p> <p>The target Level 1 reply time depends on the type of request:</p> <table border="1" data-bbox="616 606 1489 1181"> <thead> <tr> <th>Type of request</th> <th>Target Reply time L1</th> </tr> </thead> <tbody> <tr> <td>Status</td> <td>1 working day (=8 working hours)</td> </tr> <tr> <td>WPOD</td> <td>3 working day (=24 working hours)</td> </tr> <tr> <td>Disputed delivery</td> <td></td> </tr> <tr> <td>Change</td> <td>2 working day (=16 working hours)</td> </tr> <tr> <td>Damage</td> <td>3 working day (=24 working hours)</td> </tr> <tr> <td>Missent</td> <td>3 working day (=24 working hours)</td> </tr> <tr> <td>Customs investigation</td> <td>3 working day (=24 working hours)</td> </tr> <tr> <td>Delayed Delivery</td> <td>2 working day (=16 working hours)</td> </tr> <tr> <td>Unexplained Return</td> <td>2 working day (=16 working hours)</td> </tr> <tr> <td>COD</td> <td>5 working day (=40 working hours)</td> </tr> <tr> <td>Advice of Delivery</td> <td>3 working day (=24 working hours)</td> </tr> </tbody> </table>	Type of request	Target Reply time L1	Status	1 working day (=8 working hours)	WPOD	3 working day (=24 working hours)	Disputed delivery		Change	2 working day (=16 working hours)	Damage	3 working day (=24 working hours)	Missent	3 working day (=24 working hours)	Customs investigation	3 working day (=24 working hours)	Delayed Delivery	2 working day (=16 working hours)	Unexplained Return	2 working day (=16 working hours)	COD	5 working day (=40 working hours)
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L2	Time to open Time used to reply	Working Hours	<p>Average time to open L2Q's of the specific type of request, expressed in working hours.</p> <p>This Time to open is the time between the moment when the L2Q was sent and when it was opened by the receiver.</p> <p>Average time to reply to L2Q's of the specific type of request, expressed in working hours.</p>																						

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Sent perspective

The Time management report only includes the received perspective.



Totals row

The last row of the report contains the totals:

- For the amounts (#), the totals are simple sums
- The Total Time not used is calculated as the difference between the Target reply time and the sum of the Total time to open and the Total Time used to reply
- For the averages (working hours), the totals are weighted averages based on the number of (L1 or L2) inquiries for each type of request

Notification report

The Notification report provides a view on the number of notifications created, how many of these are replied or ignored, and how many resulted in an L1Q. It also reports on the time to open and reply to notifications, as well as the time to open notification replies.

Because notifications are not necessarily linked to workflows, the notification report does not look at workflows which were closed in the relevant period (as do all the other reports), but instead takes into account all notifications that were created in the selected period.

Received perspective

Column header	Column sub header	Calculation rules
Notifications received	#	The total number of notifications received by the country.
Notifications replied	#	The total number of notifications replied by the country.

	%	The percentage of notifications replied, compared to the total amount of notifications received.
Notifications ignored	#	The total number of notifications that were ignored by the country.
	%	The percentage of notifications ignored, compared to the total amount of notifications received.
Notifications not replied or ignored	#	The total number of notifications that were not replied or ignored.
	%	The percentage of notifications not replied or ignored, compared to the total amount of notifications received.
Escalation of notification (L1Q)	#	The total number of notifications received that resulted in an L1Q.

	%	The percentage of notifications that resulted in an L1Q, compared to the total amount of notifications received.
AVG to open notification	Working hours	The average time to open a notification, being the time between the moment when the notification was sent and when it was opened by the receiver.
AVG to reply/ignore	Working hours	The average time to reply or ignore a notification, being the time between when the notification was sent and when it was replied or ignored by the receiver.

Sent perspective

The columns are similar to the ones in the receiving report (taking into account notifications that were sent instead of received). The differences are that in the sending perspective there is no 'AVG to reply/ignore' column; and that this time the focus is on the average time to open notification replies, instead of the average time to open notifications.

Column header	Column sub header	Calculation rules



AVG time to open replies received	Working hours	The average time to open notification reply messages, being the time between the creation of the reply and opening of this reply.
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Totals row

The last row of the report contains the totals:

- For the amounts (#), the totals are simple sums
- For the averages (% and working hours), the totals are weighted averages based on the relevant number of notifications/replies received