

法規名稱：AGREEMENT BETWEEN THE AMERICAN INSTITUTE IN TAIWAN AND THE TAIPEI ECONOMIC AND CULTURAL REPRESENTATIVE OFFICE IN THE UNITED STATES ON THE APPLICATION OF AN EMS (EXPRESS MAIL SERVICE) PAY-FOR-PERFORMANCE PLAN

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AGREEMENT BETWEEN THE AMERICAN INSTITUTE IN TAIWAN AND THE TAIPEI ECONOMIC AND CULTURAL REPRESENTATIVE OFFICE IN THE UNITED STATES ON THE APPLICATION OF AN EMS (EXPRESS MAIL SERVICE) PAY-FOR-PERFORMANCE PLAN

Article 1 Agreement

The American Institute Taiwan (AIT) and the Taipei Economic and Cultural Office in the United States (TECRO) agree to apply the attached EMS Pay-for-performance Plan (the Plan).

Article 2 Designated Representatives

- 1.AIT's Designated Representative, the U.S. Postal Service, shall carry out the responsibilities of the Participating Administration in the application of the Plan.
- 2.TECRO's Designated Representative, the postal administration of Taiwan, shall carry out the responsibilities of the Participating Administration in the application of the Plan.

Article 3 Entry into force and duration

AIT and TECRO, through their Designated Representatives, shall agree on the date of entry into force of the Plan, the duration of application of the Plan, and any amendments to the Plan.

FOR THE AMERICAN INSTITUTE  
IN TAIWAN

FOR THE TAIPEI ECONOMIC AND  
CULTURAL REPRESENTATIVE  
OFFICE IN THE UNITED STATES

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Date:03/05/2004

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Date:08/25/2004

EMS Pay-for-performance Plan  
(Version of 1 January 2004)

Article 1 Definitions

- a. "Participating Administration" means a postal administration which adheres to the provisions of the Plan.
- b. "D Event" means the date and time that an EMS item is received at the destination office of exchange.
- c. "E Event" means the date and time that an EMS item is handed over to Customs.
- d. "F Event" means the date and time that an EMS item is dispatched from the destination office of exchange, if appropriate, after passing through Customs.
- e. "H Event" means the date and time of an attempted but unsuccessful delivery of an EMS item.
- f. "I Event" means the date and time of a successful delivery of an EMS item.
- g. "On-time Transmission" means transmission of data related to events D, H and I no later than noon local time on the day after the event took place.
- h. "Delivery standards" means sufficient information transmitted to the postal networks in order to measure a Participating Administration's performance.
- i. "Validated Delivery Standards" means sufficient information transmitted to the postal networks in order to measure a Participating Administration's performance.
- j. "On-time Delivery" means an attempted or successful delivery in accordance with the Validated Delivery Standards of a Participating Administration.

Article 2 Eligibility

- a. A postal administration that fulfils the requirements below shall be considered eligible to be a Participating Administration:
  - i. use of the standard EMS identifier and bar code on all of its outward EMS items;
  - ii. transmission of sufficient data in its EMS event messages so that its delivery performance may be measured against its Validated Delivery Standards;
  - iii. obtainment of Validated delivery Standards.

Article 3 Delivery charges

The EMS delivery charges that Participating Administrations apply during a given year to EMS items delivered under the EMS Pay-for-performance Plan shall be those that are in effect on 1 January of that year. A Participating Administration may only increase its EMS delivery charges by announcing the increase by 31 August of the year prior to which the increase will take effect.

Article 4 Calculation of inter-administration payments

- a. Inter-administration delivery payments shall be based on net flows of EMS traffic between Participating Administrations. In the event that administrations reciprocally apply separate rates for items containing documents and for merchandise, the net flow of items containing documents and merchandise shall be calculated separately.
- b. The percentage of the delivery charge to be applied between Participating Administrations shall be based on the percentage of items delivered on time (On-time Delivery) and the percentage of items for which data is transmitted on time (On-time Transmission) for each inter-administration link, as defined in paragraphs d, e and f.
- c. If an item is handed over to Customs, E event data followed by F event data should be transmitted. On-time Delivery is measured from the D event unless an E event and an F event are also transmitted. In this case, On-time Delivery is measured from the F event.
- d. In 2004, the percentage of the delivery charge to be applied shall be as shown in the chart below.

| D event   | H/I event | On-time Transmission of H/I event | On-time Delivery | Percentage of delivery charge for items below the incentive threshold (see paragraphs e and f) |
|-----------|-----------|-----------------------------------|------------------|--|
| Yes       | Yes       | Yes                               | Yes              | 100%   |
| Yes       | Yes       | No                                | Yes              | 90%  |
| Yes       | Yes       | Yes                               | No               | 90%  |
| No        | Yes or No | Yes or No                         | Yes or No        | 0%   |
| Yes or No | No        | Yes or No                         | Yes or No        | 0%   |

- e. Inter-administration payments shall also include an incentive

target or threshold for On-time Delivery and On-time Transmission of event data. Administrations that reach this threshold will have achieved the performance target and will not be penalized for failures related to On-time Delivery and On-time Transmission. These failures include late delivery, late data transmission and the anomalies in attachment 1.

During calendar year 2004, the incentive threshold shall be set at 90%. This means that an administration that achieves On-time Delivery and On-time Transmission for 90% or more of the items that it receives from another Participating Administration, shall receive 100% of its delivery charge for all items from that administration, as long as D and H or I events have been transmitted for these items. If 90% service performance for On-time Delivery and On-time Transmission is not reached, only the percentage of items under the threshold will be penalized at the percentage indicated above. (For example, if an administration reaches 85% performance, only 5% of the items will be penalized.)

In 2004, the minimum amount that the destination administration will receive for items for which there is a D and H or I event and that are either delivered late or for which event data are transmitted late is 90% of that administration's EMS delivery charge.

- f. For 2004 through 2007, the percentage of delivery charge paid for penalized items and the incentive threshold will be as follows:

| Year | % delivery charge paid for penalized items below threshold | Threshold |
|------|--|-----------|
| 2004 | 90%  | 90%       |
| 2005 | 85%  | 92%       |
| 2006 | 80%  | 94%       |
| 2007 | 75%  | 96%       |

- g. Each Participating Administration shall receive a quarterly payment document that shall show the number of items for which D, H or I event data was transmitted, the number of items delivered in accordance with each Participating Administration's Validated Delivery Standards, and the number of items for which D, H and I event data were transmitted on time.
- h. If a Participating Administration pays a separate delivery charge for documents and merchandise, it shall transmit the necessary data so that a separate quarterly payment document for document and merchandise items may be produced. If the Partic-

icipating Administration does not transmit the necessary data so that a separate quarterly payment document for document and merchandise items may be produced, all items shall be considered as merchandise.

#### Article 5 Delivery standards

- a. Participating Administrations may revise their Validated Delivery Standards quarterly. The Delivery Standards that apply for any given quarter must be communicated to the other Participating Administrations one month prior to the beginning of the quarter for which the revised standards come into effect.
- b. The Validated Delivery Standards for each designated office of exchange must cover the entire territory of a postal administration to which EMS items are delivered.
- c. The three classes of Validated delivery Standards are described in attachment 2.
- d. The Participating Administration agrees to only send EMS items to offices of exchange designated for the receipt of EMS dispatches and for which Validated Delivery Standards have been established. EMS items that arrive at non-designated offices of exchange shall be sent to designated offices of exchange for the scanning of the D Event.

#### Article 6 Accounting procedures

The accounting procedures to be applied between Participating Administrations under the Plan are in attachment 3.

#### Article 7 Exchange of event data

Each Participating Administration agrees to receive all tracking events data that are transmitted by all other Participating Administrations with which it applies this Plan.

#### Article 8 Related arrangements

Except as specifically provided in the Pay-for-performance Plan, all other arrangements respecting the exchange of EMS items between the Participating Administrations shall remain in effect.