

法規名稱：MEMORANDUM OF UNDERSTANDING BETWEEN THE POSTAL ADMINISTRATIONS OF TAIWAN, REPUBLIC OF CHINA AND DENMARK ON THE QUALITY OF INTERNATIONAL LC AIRMAIL/PRIORITY MAIL (AD.1995.12.01)

簽訂日期：民國 84 年 12 月 01 日

生效日期：民國 84 年 12 月 01 日

This Memorandum of Understanding (MOU) records the understanding and arrangement between the postal administrations of Taiwan Republic of China and Denmark in relation to the quality of service of international LC airmail/priority mail exchanged.

#### 1.COMMENCEMENT

This MOU commences on the date it is signed by both parties.

#### 2.TERM

Unless terminated or varied as provided hereunder, this MOU will remain in effect indefinitely.

#### 3.TERMINATOIN

This MOU may be terminated by either party giving 6 months written notice to the other party.

#### 4.REVIEW

The details of this MOU will be periodically reviewed, but not more frequently than once a year.

#### 5.DEFINTIONS

- "the parties" refers to the postal administrations which are signatories to this MOU;
- "airmail" refers to international LC airmail/priority mail items;
- "service standard" represents the elapsed time between posting and delivery or between identified links in an overall mail path, which the parties agree as achievable and necessary to meet customer needs;
- "service performance" represents the level of performance achieved when assessed against a service standard;
- "service performance target" represents the level of service performance, expressed in percentage terms, the parties agree should be achieved;

- "D" represents the day of posting, with D+1 indicating the day after posting, D+2 the second day after posting and so on;
- "critical entry time (GET)" represents the time on a given day by which aircraft should land at the destination country gateway airport for onboard mail to be processed for delivery to the service standards detailed in this MOU.

## 6. SERVICE STANDARDS

### 6.1 Services Levels

The service level from Taiwan to Denmark shall be(excl. Sundays)

- D+3-4

The service level from Denmark to Taiwan shall be(excl. Sundays)

- D+4-5
- D+5 (see 6.6)

### 6.2 Posting

From Taiwan the LC airmail item shall be posted no later than 17.00

From Denmark the priority mail shall be posted no later than the domestic priority letters to the postal code area 1000-3699.

### 6.3 Delivery standards

Delivery standards are specified in Appendix i. The delivery standard in Denmark is next day delivery for priority mail arriving in Copenhagen before CET (Critical Entry Time).

The delivery standards in Taiwan is next day delivery for priority mail destined for Taipei Metropolitan Area and one day extra for mail to the rest of Taiwan provided the mail arrives before GET.

### 6.4 Critical Entry Times (GET)

Critical Entry Times are specified in Section 8.

In accordance with the standards above concerning service levels, posting, delivery standards and GET, the service standards will be as follows:

### 6.5 LC airmail/priority mail from Taiwan to Denmark.



|                              |                               |
|------------------------------|-------------------------------|
| Dispatching Country : Taiwan | Destination Country : Denmark |
| Day of Posting               | Day of Delivery               |
| Monday                       | Thursday                      |
| Tuesday                      | Saturday                      |
| Wednesday                    | Saturday                      |
| Thursday                     | Monday                        |
| Friday                       | Tuesday                       |
| Saturday                     | Tuesday                       |
| Sunday                       | Thursday                      |

6.6 LC airmail/priority mail from Denmark to Taiwan

|                                    |                             |
|------------------------------------|-----------------------------|
| Dispatching Country : Denmark      | Destination Country: Taiwan |
| Arrival: Taipei 17.35 J+ 1. Except | Taipei Metropolitan areas   |
| Wednesday and Monday               |                             |
| Day of Posting                     | Day of Delivery             |
| Monday                             | Friday/Saturday             |
| Tuesday                            | Monday                      |
| Wednesday                          | Monday/Tuesday              |
| Thursday                           | Tuesday/Wednesday           |
| Friday                             | Wednesday/Thursday          |
| Saturday                           | Wednesday/Thursday          |
| Sunday                             | Thursday/Friday             |

|                               |                              |
|-------------------------------|------------------------------|
| Dispatching Country : Denmark | Destination Country : Taiwan |
|                               | Provincial areas             |
| Day of Posting                | Day of Delivery              |



|           |                    |  |
|-----------|--------------------|--|
| Monday    | Saturday/Monday    |  |
| Tuesday   | Tuesday/Wednesday  |  |
| Wednesday | Tuesday/Wednesday  |  |
| Thursday  | Wednesday/Thursday |  |
| Friday    | Wednesday/Thursday |  |
| Saturday  | Friday             |  |
| Sunday    | Friday/Saturday    |  |
|           |                    |  |

## 6.7 Exceptions

- (a) LC airmail/priority mail items which, following screening, are subject to customs clearance will require one additional workday to effect delivery.
- (b) The above service standards will not apply to items subject to Formal Entry procedures (to be defined) or which otherwise require the attendance of addressees or their agent at a customs clearance point to effect clearance.
- (c) LC airmail/priority mail on flightlanding at the airports of offload in both countries after the CET's here below, will require one additional workday to effect delivery.

## 7.AIRMAIL ROUTEINC, PLANS

A schedule of flights for the conveyance of LC airmail/priority mail items between Taiwan and Denmark will be sent by each postal administration to the other following the biannual revisions one week before the commencement of the period to which they apply or otherwise as necessary.

The present airmail routing schedule is included in Appendix 2.

## 8.CRITICAL ENTRY TIMES (GET)

### 8.1 LC airmail/priority mail from Taiwan to Denmark

|        |                |                                     |
|--------|----------------|-------------------------------------|
|        |                |                                     |
| Inward | Delivery stan- | If the item arrives at the airport: |
| office | dards from the |                                     |
| of     | airport/office |                                     |
| excha- | of exchange to | Before- Delivery From-to Delivery   |
| nge    | the addressee  | hours standards -hours standards    |
|        | livingin the   |                                     |



|                        |                |       |                                      |                |                               |
|------------------------|----------------|-------|--------------------------------------|----------------|-------------------------------|
|                        | town, region   |       |                                      |                |                               |
|                        | or locality (p |       |                                      |                |                               |
|                        | ostcode) given |       |                                      |                |                               |
|                        | below          |       |                                      |                |                               |
| Copen-<br>hagen<br>INC | Whole Country  | 18.30 | Day of<br>arrival<br>(D+O)<br>+1 day | After<br>18.30 | Day of<br>arrival<br>+ 2 days |

## 8.2 LC airmail/priority mail form Denmark to Taiwan

|   |   |  |  |                |   |
|---|---|--|--|----------------|---|
| Inward<br>office<br>of<br>excha-<br>nge | Delivery stan-<br>dards from the<br>airport/office<br>of exchange to<br>the addressee<br>living in the<br>town, region<br>or locality (p<br>ostcode) given<br>below | If the item arrives at the airport:<br><br>Before- Delivery From-to Delivery<br>hours standards -hours standards |  |                |   |
| Taipei                                  | Taipei Metropo<br>litan Area.<br>Rest of Taiwan   | 03:00  | Day of<br>arrival+<br>2-3 days<br>+3-4<br>days | After<br>03:00 | Day of<br>arrival+3-<br>4 days<br>+4-5 days |

## 9. SERVICE PERFORMANCE TARGETS

### 9.1 TAIWAN- DENMARK

Recognising the service standards detailed in paragraph 6, the CET in paragraph 8 and taking into account customer needs and expectations, the level of service performance in Denmark measured against service standards should be 97% within the service s-

standards and that 100% by no more than one day later than provided for by the service standard.

## 9.2 DENMARK-TAIWAN

Recognising the service standards detailed in paragraph 6, the CET in paragraph 8 and taking into account customer needs and expectations, the level of service performance in Taiwan measured against service standards should be 94% within the service standards and that 100% by no more than one day later than provided for by service standards.

## 10. SERVICE PERFORMANCE MONITORING

10.1 Initially, the method used to measure the level of service performance for LC airmail/priority mail exchanged between Taiwan and Denmark will be by use of test letter surveys conducted twice a year in April and October.

10.2 The parties agree to act unilaterally or co-operate enhance service performance monitoring systems with a view to progressively improving service performance information and quality control.

10.3 The parties agree to exchange service performance results not later than one month after the test period.

10.4 Where results indicate performance to be consistently below target, the parties agree to institute appropriate corrective actions.

## 11. CUSTOMS

| Taiwan  | Denmark   |
|---|---|
| No customs clearance on Sundays and public holidays | Custom clearance on Saturdays until 16.00.<br>No customs clearance on Sundays and public holidays |

## 12. SUPPORTING ARRANGEMENT

Detailed arrangements for facilitating the effect of this MOU a-

re at schedule.

This Memorandum of Understanding is signed in duplicate in Taipei on the 1st day of December, 1995.

[Signed]

K.B. Pedersen

Deputy Chief Executive Officer

Post Denmark

[Signed]

Chieh-Kwei Hsu

Director General of Posts

Taipei, Taiwan, ROC