



法規名稱：MEMORANDUM OF UNDERSTANDING BETWEEN THE POSTAL ADMINISTRATIONS OF TAIWAN, ROC AND SWEDEN ON THE QUALITY OF INTERNATIONAL LC AIRMAIL/PRIORITY MAIL (AD.1995.12.11)

簽訂日期：民國 84 年 12 月 11 日

生效日期：民國 84 年 12 月 11 日

This Memorandum of Understanding (MOU) records the understanding and arrangement between the postal administrations of Taiwan, ROC and Sweden 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.TERMINATION

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.DEFINITIONS

- "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, express 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 Service Levels

The service level from Taiwan, ROC to Sweden shall be

· D+5

The service level from Sweden to Taiwan, ROC shall be

- D+5 from Sweden to Taipei Metropolitan Area
- D+6 from Sweden to the rest of Taiwan, ROC

6.2 Posting

From Taiwan, ROC the international LC airmail item shall be posted no later than 1700 hours.

From Sweden the priority mail shall be posted no later than when domestic priority letters shall be posted.

6.3 Delivery standards

Delivery standards are specified in Appendix 1.

6.4 Critical Entry Times (GET)

Critical Entry Times are specified in Section 8.

6.5 Exceptions

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

6.6 LC airmail/priority mail from Sweden to Taiwan.

Dispatching Country : Sweden	Destination Country : Taiwan Taipei Metropolitan Area
Day of Posting	Day of Delivery (D+5)
Monday	Friday/Saturday
Tuesday	Monday
Wednesday	Monday/Tuesday
Thursday	Tuesday/Wednesday
Friday	Wednesday/Thursday
Saturday	Wednesday/Thursday
Sunday	Thursday/Friday

Dispatching Country : Sweden	Destination Country : Taiwan Rest of country
Day of Posting	Day of Delivery (D+6)
Monday	Saturday/Monday
Tuesday	Tuesday/Wednesday
Wednesday	Tuesday/Wednesday
Thursday	Wednesday/Thursday
Friday	Wednesday/Thursday

Saturday	Friday	
Sunday	Friday/Saturday	

6.7 LC airmail/priority mail from Taiwan to Sweden

Dispatching Country : Taiwan	Destination Country : Sweden	
Day of Posting	Day of Delivery (D+5)	
Monday	Monday	
Tuesday	Monday	
Wednesday	Tuesday	
Thursday	Wednesday	
Friday	Thursday	
Saturday	Friday	
Sunday	Friday	

7.AIRMAIL ROUTEING PLANS

A schedule of flights for the conveyance of LC airmail/priority mail items between Taiwan, ROC and Sweden 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 routeing schedule is included in Appendix 2.

8. CRITICAL ENTRY TIMES (GET)

8.1 LC airmail/priority mail from Taiwan, ROC to Sweden

Inward office of exchange to the addressee living then the town, region, region or locality (postcode) given below	If the item arrives at the airport:

8.2 LC airmail/priority mail from Sweden to Taiwan, ROC

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
	living in the				
	town, region				
	or locality (p				
	ostcode) given				
	below				
Taipei	Taipei Metropo	03:00	Day of	After	Day of
	litan Area.		arrival	03:00	arrival +
	Rest of Taiwan		+2 days		3 days

9. SERVICE PERFORMANCE TARGETS

Recognising the service levels in Section 6.1, and taking into account customer needs and expectations, the parties agree that the level of service performance as measured against service standards should be 95% within the service standards, and that 100 % of the items should be despatched or delivered (as the case may be) 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, ROC and Sweden 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 to 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, ROC	Sweden
No customs clearance on Sundays and public holidays	No customs clearance on Saturday and Sunday and public holidays

12. SUPPORTING ARRANGEMENT

Detailed arrangements for facilitating the effect of this MOU are at schedule.

This Memorandum of Understanding is signed in duplicate in Stockholm, Sweden on December 11, 1995.

[Signed]

Meg Tiv'eus

Managing Director

Sweden Post Ltd.

International Division

SWEDEN

[Signed]

Mr. Chen Chiung-Ling

Deputy Director General

Directorate General of Postal

Remittances and Savings Banks

TAIWAN, ROC