

丹麥王國 *
DENMARK, KINGDOM OF *

[中華民國郵政總局與丹麥郵政總局間國際航空郵件品質瞭解備忘錄]
MEMORANDUM OF UNDERSTANDING BETWEEN THE POSTAL
ADMINISTRATIONS OF TAIWAN, REPUBLIC OF CHINA AND DENMARK
ON THE QUALITY OF INTERNATIONAL LC AIRMAIL/PRIORITY MAIL

Signed on December 1, 1995

Entered into force on December 1, 1995

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. 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, 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 (CET)” 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 1. 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 CET.

6.4 Critical Entry Times (CET)

Critical Entry Times are specified in Section 8.

In accordance with the standards above concerning service levels, posting, delivery standards and CET, 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 Arrival: Taipei 17.35 J+ 1. Except Wednesday and Monday	Destination Country : Taiwan Taipei Metropolitan areas
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 Tuesday Wednesday Thursday Friday Saturday Sunday	Saturday/Monday Tuesday/Wednesday Tuesday/Wednesday Wednesday/Thursday Wednesday/Thursday Friday 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 ROUTEING 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 routeing schedule is included in Appendix 2.

8. CRITICAL ENTRY TIMES (CET)

8.1 LC airmail/priority mail from Taiwan to Denmark

Inward office of exchange	Delivery standards from the airport/office of exchange to the addressee living in the town, region or locality (postcode) given below	If the item arrives at the airport:			
		Before-hours	Delivery standards	From-to -hours	Delivery standards
Copenhagen INC	Whole Country	18.30	Day of arrival (D+0) + 1 day	After 18.30	Day of arrival + 2 days

8.2 LC airmail/priority mail from Denmark to Taiwan

Inward office of exchange	Delivery standards from the airport/office of exchange to the addressee living in the town, region or locality (postcode) given below	If the item arrives at the airport:			
		Before-hours	Delivery standards	From-to -hours	Delivery standards
Taipei	Taipei Metropolitan Area. Rest of Taiwan	03:00 03:00	Day of arrival+2-3 days +3-4 days	After 03:00	Day of arrival+3-4 days +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 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. No customs clearance on Sundays 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 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