IATA BASIC INTRODUCTORY COURSE

Cargo automation

網路教學講義

Subject to the Air Logistics environment, Cargo Training cargo automation Programme is a step-by-step professional training programme designed to help cargo professional's advance from entry level to senior management in the Cargo industry, or further develop their skills in order to maximize all aspects of their business. This course is designed for the traffic and operations staff of international air cargo agents but is also useful to sales and marketing staff of cargo agents and consolidators; sales, reservations and acceptance staff of airlines, airport handling and surface transportation companies; shipping department staff of manufacturers, wholesalers, importers and exporters. Air cargo rates and charges; application of TACT (The Air Cargo Tariff)

參考網站：

http://www.mantraco.com.tw/internetawb.htm
http://www.mantraco.com.tw/cal202.htm
http://www.mantraco.com.tw/education/EDUCATION057.HTM#實質貨品移動（運輸及運送）華沙公約
http://www.iata.org/ps/training/fiata_intro_course.htm

國際航空運輸協會(簡稱：IATA)，是非政府、非贏利性的國際航空公司的行業協會，是全世界最有影響力的航空運輸組織。該組織成立於 1945 年。總部設在加拿大蒙特婁。執行總部在瑞士的日內瓦。

北京爲 IATA 七大地區辦事處之一，主管北亞地區事務。辦事處分爲會員關係管理、合格代理商審查批示、BSP(開帳與結算文檔期)、CASS(民航貨運結算系統)等八個部門。它的業務發展迅速，曾在六個月內建立起國際航協開帳與結算文檔期(BSP)，創下世界第一的速度。

IATA 用戶需求

IATA 電子行政服務平台的規劃設計思路，將依照未來合格代理商行業發展的需求設定，結合 BSP 發展狀況，以 IATA 核心部門業務運作爲核心，以合格代理商和航空公司爲伺服對象，通過一套基於網路化的訊息傳遞、發佈及工作流管理系統，來實作 IATA 電子政務，即：IATA 內部的電子化和網路化辦公；IATA 通過網路與航空公司、合格代理商進行訊息交流和即時資料結算；IATA 作爲行業協會向公眾提供相關資訊；實作三個網路階層的訊息傳遞、互換的訊息資源資料庫。

IATA 電子行政服務平台系統解決方案

基於 IATA 電子行政服務平台組建三網一庫的基本架構，實作 BSP 周、期與月結算的發展需求，IATA 電子行政服務平台系統解決方案的設計原則以即時線上資料交流爲主線，滿足平臺執行的安全性、可用性、相容性、可廷伸性(水平、垂直)、整合性等。

Sun ONE，即 Sun 開放網路環境。Sun ONE 架構下的部分產品，即 SunTM ONE Web Server、SunTM ONE Application Server 、SunTM ONE Directory Server 和 SunTM ONE Messaging Server 在 Solaris 作業環境下，能夠充分滿足 IATA 電子行政服務平台系統的架構需求。Sun ONE 延伸性的樂高建制《Lego》原理，可以迎合未來 IATA 電子政務發展方向，以完整的全線產品提供實作 IATA 電子行政服務平台由上至下的平台搭建，並能夠與第三方產品整合。

IATA 電子行政服務平台系統的功能

以層次化、模組化、組態化思路組建的平臺系統，其功能特徵表現爲它是一個全局性

的協同作業電子化系統，爲 IATA 業務管理部門、合格代理商、航空公司提供了一個高效的協同作業平台

·支援 IATA 業務管理部門功能的作業實務：
-IATA 內部的電子化和網路化辦公室。
-IATA 業務管理部門，如會員關係管理、合格代理商審查批示等可通過 IATA 合格代理商伺服平台接受使用者線上申請，實作包括合格代理商認可常態趨勢、參加 BSP 運作常態趨勢、合格代理商資格審查批示等業務的開展。

-IATA 訊息管理，可利用模版向合格代理商、航空公司傳送規範訊息，並可實作內部審查批示流程，實作與合格代理商、航空公司的溝通。

-IATA 對合格代理商的營銷管理，IATA 可對合格代理商銷售狀況進行動態掌握，線上巡覽合格代理商銷售報表及資料查詢；實作線上合格代理商票證申請、批准等流程。

1. IATA 對合格代理商的基本訊息管理實務，如航協代碼、合格代理商標簽、聯繫方式等進行查詢與修改；支援多種內容設定的分類查詢；對合格代理商訊息管理以報表形式輸出；合格代理商分公司的訊息管理。
2. 實作 IATA 對合格代理商變更的管理，可對線上變更申請進行批准，其中包括免費變更批准及收費變更受理等。 此外，還能對合格代理商銀行開戶訊息管理，支援訊息的增、刪、改和查詢等功能，進行資料維護。
3. 支援 IATA 合格代理商功能的實務：
   IATA 合格代理商通過相關的授權管理，可線上提交票證申請、申請查詢、票證發放；線上上傳銷售報告，下載 BSP 結算帳單、合格代理商專用帳戶票款劃撥等，解決合格代理商通訊條件差，無法按時接收帳單、票款拖欠的問題。
   ·實作 IATA 對 BSP、CASS 航空公司的訊息管理，包括客票銷售訊息、授權合格代理商管理等；及時、準確地結算航空公司的相關訊息。
4. 航空公司對合格代理商的訊息管理，包括合格代理商基本情況查詢，違規情況查詢、銷售情況查詢、航空公司合格代理商管理等；並可利用系統給自己的合格代理商傳送知會。實作航空公司與合格代理商之間的訊息溝通。
   ·公眾可直接登陸 IATA 合格代理商伺服平台，取得 IATA、大陸 BSP 辦公室、大陸 CASS 辦公室等背景資料，提昇公眾對 IATA 的認知程度。在台灣雖屬北京管轄但未提供服務。

電子行政服務平台系統對 IATA 的貢獻

系統是一個具有安全、可廷伸、相容等優良特性的跨地區、跨部門的協同工作一般的系統，它以門戶化的合格代理商伺服平臺形式，利用安全的中間件與主流資料庫系統無縫資料集成等來實作 IATA 電子行政服務平台真正意義的即時資料交流。這就進一步推動了 IATA 對合格代理商、航空公司的訊息化管理行程。而其中，Sun ONE 架構起了重要的作用。
IATA 電子政務平臺對 BSP[中性客票與貨運提單]的管理監控，簡化了 BSP 航空公司與合格代理商之間的繁雜的客票銷售及清算關係，及時劃撥款項，有效降低航空公司的運營風險，提高了企業資金週轉率。

現階段，在 IATA 大陸 3200 多個合格代理商中，近 1800 家已接受 IATA 電子行政服務平台的管理，這意味著 IATA 電子政務平臺的運作初戰告捷；根據運營文檔期，自 2002 年 5

月 1 日起，所有的合格代理商收取帳單都在網上進行，此舉客觀上對民用航空合格代理商行業進行有效的規範整頓。

CASS (Cargo Account Settlement System)

The Cargo Accounts Settlement Systems (CASS) were developed by IATA with the aim of simplifying cargo sales reporting and settlement of accounts between cargo intermediaries and carriers. Agents pay one amount covering payment to all carriers, while carriers receive one amount covering payment from all agents.

The CASS systems have been so successful that they are now:

- Fully operational in over 40 countries worldwide
- Serving 240 airline participants
- Processing over 11 million transactions
- Settling more than US$11.3 billion

CASS enhances financial control, improves cash flow and has proven its ability to help the industry to keep in pace with technology.

世界使用 **cass** 國家

Argentina Australia Austria Belgium & Luxembourg Brazil Canada Chile China - People's Republic of Costa Rica Denmark Ecuador Fiji France Germany Greece Ireland Italy Japan Korea Mexico Morocco Netherlands New Zealand Norway Panama Papua New Guinea Peru Philippines Portugal Singapore South Africa Spain Sweden Switzerland & Liechtenstein Turkey United Kingdom USA Venezuela

For those carriers that join CASS , the following advantageous benefits can be expected from an accounting system that meets its commitments and is now accepted as the industry standard.

FINANCE

- Streamlined remittance processes
- Credit control eliminated
- Improved cash flow
- Forward planning of expected income
- Payment dates scheduled in advance
- Prompt feedback on all payment problems

RESOURCES

- Save telephone bills.
- No invoice production
- Eliminating postage costs.
- Standardisation of documentation
- Save on printing and paper costs

MARKETING AND SALES

- Increase sales by widening your client base without the need to invest in additional resources
- Reliable sales statistics produced

CASS has proven its ability to help the industry to keep in pace with technology.

即"貨運財務結算系統"是爲航空公司及其貨運銷售合格代理商進行結算的管理工具。是目前國際上最先進的財務管理方式之一，是現代航空貨運收益管理系統的重要組成部份。亦是航協在大陸實施的第一個貨運專案。

1997 年 **6** 月，國航代表在華的全體航協會員航空公司向國際航協正式提出開展大陸 **CASS** 可行性研究的要求並隨即先後成立大陸 **CASS** 航空公司委員會和合格代理商聯絡工作群組等。**1999** 年間，航協通過招投標方式與大陸建設銀行簽署了關于 **CASS** 資料處理和清算業務的伺服協定。

至同年 11 月，經航空公司投票表決通過，大陸 CASS 專案正式起動。CASS 的綜旨是通過科學的系統管理向航空公司和合格代理商提供最佳和有效的清算伺服。 航空公司通過 CASS，可加快資金週轉，在加強市場營銷的同時，亦增強收益管理。CASS 專案對大陸空運市場具有現實意義。一方面，由于 CASS 的同一性原則，客觀上有助於創造公平的市場竞爭環境，不但使合格代理商的銷售行爲更加規範化，標準化，而且有助於促進大陸的空運市場同國際接軌。 CASS 還能促進航空公司和貨運代理行業的自動化，系統化;是理念和基礎設施建設的又一次飛躍。大陸 CASS 的發展先後得到政府及行業主管部門和航空公司的支援和回應。

目前 CASS 在大陸正以新生事物的面貌初具規模，其運作暫涉及出口貨運的結算，範圍包括北京，上海和廣州地區的中外航空公司和據合法資格的一類空運代理，隨著大陸的入市和航空貨運的蓬勃發展，相信在可見的未來，CASS 定能爲大陸的空運市場走向國際化充當助推器。

http://www.mantraco.com.tw/education/D220807a.htm

網路電子通用提單

1. （1A）印制或是電腦打制承運人的票證註冊代號。

填寫始發站機場的 IATA 三字代碼，由承運人填寫。如果沒有機場的 IATA 三字代碼，可以填寫機場所在城市的 IATA 三字代碼。

（1B）貨運單號碼由八位數位組成，前七位爲文檔次號，第八位爲檢查號。

Shipper’ s Name and Address,托運人姓名和位址：填寫托運人的全名，位址填寫國家標簽、城市、街道的標簽、門牌號碼、郵遞區號和電話號碼。收貨人的姓名要與其有效身份證件相符，位址要詳細，郵遞區號和電話號碼要清楚準確。

2. Shipper’ s Account Number:托運人帳號：根據承運人的需要，填寫托運人帳號。

3·貨運單的填寫

填寫始發站機場的 IATA 三字代碼，由承運人填寫。如果沒有機場的 IATA 三字代碼，可以填寫機場所在城市的 IATA 三字代碼。

(1A)印制或是電腦打制承運人的票證註冊代號。（1B）貨運單號碼由八位數位組成，前七位爲文檔次號，第八位爲檢查號。

Shipper’ s Name and Address,托運人姓名和位址：填寫托運人的全名，位址填寫國家標簽、城市、街道的標簽、門牌號碼、郵遞區號和電話號碼。收貨人的姓名要與其有效身份證件相符，位址要詳細，郵遞區號和電話號碼要清楚準確。

Shipper’ s Account Number,托運人帳號：根據承運人的需要，填寫托運人帳號。

Consignee’ s Name and Address,收貨人姓名及位址：填寫收貨人的全名，位址填寫國家標簽、城市、街道的標簽、門牌號碼、郵遞區號和電話號碼。收貨人的姓名要與其有效

身份證件相符，位址要詳細，郵遞區號和電話號碼要清楚準確。因貨運單不能轉讓，此欄內不可填寫“**TOORDER**”字樣。

Consignee’ s Account Number,收貨人帳號：根據承運人的需要，填寫收貨人帳號。

Issuing Carrier’ s Agent Name and City,合格代理商標簽和城市：填寫制單合格代理商的標簽及其所在的城市，應清楚、詳細。

Agent’ s IATA Code,合格代理商的 **IATA** 代號：在 **NON－CASS** 系統區，必須填寫 **IATA** 七位數位的代號；在 **CASS** 系統區，還應填寫三位數位的位址代碼及檢查號。

(8) Account No.,合格代理商帳號：根據承運人的需要，填寫合格代理商帳號。

(9) Airport of Departure,始發站機場：填寫貨物始發站的機場的標簽，應填寫英文全稱，不得簡寫或使用代碼。

(10) Account Information,結算注意事項：填寫與結算有關的注意事項。

a.以現金或是支票支付貨物運費，應予註明。

b.以旅費證支付貨物運費，僅限於作爲貨物運輸的行李，填寫旅費證的號碼及應支付的金額，填寫“客票及行李票”號碼、航班、日期等 。

c.以政府提單支付貨物運費，填寫政府提單的號碼。

d.因無法交付而退回始發站的貨物，在新的貨運單的此欄內填寫原貨單號碼。

（**11A**）**To**，至：填寫目的站或是第一中轉站機場的 **IATA** 三字代碼。

（**11B**）**By First Carrier** 第一承運人：填寫第一承運人的全稱或是 **IATA** 兩字代碼。

（**11C**）**To**，至：填寫目的站或是第二中轉站機場的 **IATA** 三字代碼。

（**11D**）**By,**填寫第二承運人的全稱或是 **IATA** 兩字代碼。

（**11E**）**To**，至：填寫目的站或是第三中轉站機場的 **IATA** 三字代碼。

（**11F**）**By,**填寫第三承運人的全稱或是 **IATA** 兩字代碼。

（**12**）**Currency,**幣種：填寫始發站所在國家的貨幣的三字代碼（由國際標準化組織，即 **ISO** 規定）。除（**33A**）至（**33D**）欄以外，貨運單上所有貨物運費均應以此幣種表示。

（**13**）**CHGS Code,**付款方式：填寫貨物運費的支付方式。

a. CA, Partial Collect Credit-Partial Prepaid Cash,部分到付信用卡－部分預付現金。

B .CB, Partial Collect Credit-Partial Prepaid Credit,部分到付信用卡－部分預付信用卡。

C. CC, All Charges Collect,全部貨物運費到付

d. CG All Charges Collect by GBL 全部貨物運費到付政府提單

e. CP, Destination Collect Cash,目的站到現金

f. CX, Destination Collect Credit,目的站到付信用卡

g. NC, Charge,免費

k. PC, Partial Prepaid Cash— Partial Collect Cash,部分預付現金－部分到付現金

i. PD, Partial Prepaid Credit—Partial Collect Cash, 部分預付信用卡－部分到付現金

j. PG, All Charges Prepaid by GBL，全部貨物運費預付政府提單

k. PP, All Charges Prepaid by Cash,全部貨物運費預付現金

PX, All Charges Prepaid by Credit,全部貨物運費預付信用卡

（**14A**）（**14B**）**WT/VAL**，航空運費**/** 宣告價值附加費的付款方式：航空運費和宣告價值附加費必須同時全部預付或是到付，並在相應的欄目“**PPD**”（預付）、“**COLL**”（到付）內填寫“**X**”。

（**15A**）（**15B**）**Other,**其它費用的付款方式（**27A**）和（**28A**）欄內的其它費用必須同時全部預付或是到付，（**27B**）和（**28B**）欄內的其它費用必須同時全部預付或是到付，並在相應的欄目“**PPD**”、“**COLL**”內填寫“**X**”。

（**16**）**Declared Value for Carriage,**供運輸用宣告價值：填寫托運人向承運人辦理貨物宣告價值的金額。托運人未辦理貨物宣告價值，必須填寫“**NVD**”**(No Value Declaration)**字樣。

（**17**）**Declared Value for Customs,**供海關用宣告價值：填寫托運人向海關申報的貨物價值。托運人未辦理此宣告價值，必須填寫“**NCV**”（**No Value Declaration**）字樣。

（**18**）**Airport of Destination,**目的站機場：填寫貨物目的站的機場的標簽，應填寫英文全稱，不得簡寫或使用代碼。如有必要，填寫該機場所屬國家、州的標簽或城市的全稱。

（**19A**）（**19B**）**Requested Flight/Date,**航班**/**日期：填寫托運人已經定妥的航班**/**日期：填寫托運人已經定妥的續程的航班**/**日期。

（**20**）**Amount of Insurance,**保險金額：大陸民航不代理國際貨物的保險業務，此欄填寫“**NIL**”或是“**XXX**”等字樣。

（**21**）**Handling Information,**儲存運輸事項：填寫貨物在倉儲和運輸程序中所需要注意的事項。如：

1.危險物品，填寫“詳見隨附貨運單的危險物品申報單”或是“危險物品一但不需危險物品申報單”或是“僅限貨機”等。危險物品中包含有非危險物品，填寫危險物品的件數。

2.填寫貨物標誌、數碼以及貨物包裝方式等。

3. 填寫除（**4**）欄以外的其它在目的站的被知會人的標簽、位址以及聯繫方式等。
4. 填寫隨附貨運單的檔的標簽。
5. 填寫需要作特殊敘述的其它情況。但必須注意，這些事項應不能超過承運人的倉儲、運輸能力。

(21A)SCI,海關訊息：填寫海關訊息，僅在歐盟國家之間運輸貨物時使用。（**22A**）**No. Of Pieces, RPC,**件數/運價點：填寫貨物的件數，如果所使用的貨物運價種類不同時，應分別填寫，並將總件數填寫在（**22J**）內。如果貨物運價系分段相加運價，將運價組成點（運價點）的 **IATA** 三字代碼填寫在件數下面（**22B**）**Gross Weight,**毛重：與件數相對應，填寫貨物的毛重，如果分別填寫時，將總毛重填寫在（**22K**）欄內。（**22C**）**Kg / Lb** ，毛重的計量單位：填寫貨物毛重的計量單位，“**K**”或是“**L**”分別表示“千克”或是“磅”。（**22D**）**Rate Class,**運價種類：填寫所採用的貨物運價種類代號。

1. **M—minimum charge,**最低運費
2. **N---normal rate,**普通貨物標準運價
3. **Q- quantity rate,**重量分界點運價
4. **C---specific commodity rate**，指定商品運價
5. **R---class rate surcharge,**附加等級運價
6. **S---class rate reduction,**附減等級運價
7. **U---unit load device basic charge or rate,**集裝貨物基礎運價

8.（**22E**）**Commodity Item No.,**商品代號：應根據下列情況分別填寫。

使用指定商品運價時，填寫指定商品代號。（**22D**）填寫“**C**”。使用等級貨物運價時，填寫所適用的普通貨物運價的代號及百分比數。（**22D**）填寫“**R**”（表示附減等級運價）：“**S**”（表示附加等級運價）。根據從低原則使用重量分界點運價時，填寫重量分界點運價代號及分界點重量。

8.（**22F**）**Chargeable Weight**，計費重量：填寫據以計收航空運費的貨物重量，見第二節、第四節和第五節。

9.（**22G**）**Rate/Charge,**費率：填寫所適用的貨物運價。

10.（**22H**）**Total,**航空運費：填寫根據貨物運價和貨物計費重量計算出的航空運費額。如果分別填寫時，將航空運費總額填寫在（**22L**）內。

11.（**22I**）**Nature and Quantity Goods,**貨物品名及數量（包括尺寸或體積）：填寫貨物的具體標簽及數量。貨物品名不得填寫表示貨物類別的統稱，如：不能填寫電器、儀器、儀表等；鮮活易腐物品、活體動物等不能作爲貨物品名。托運人托運危險物品應填寫其標準學術標簽。作爲貨物運輸的行李應填寫其內容和數量，或隨附裝箱清單。

12.填寫每件貨物的外包裝尺寸或體積，單位分別用厘米和立方米表示，貨物尺寸按其外包裝的長x寬x高x件數的檔次填寫。（**22J**）見（**22A**）（**22K**）見（**22B**）（**22L**）見（**22H**）

13.（**22Z**）根據承運人的要求，填寫有關伺服代號。

14.（**23**）**Other Charges** 其它費用：填寫其它費用的專案名稱和金額。在始發站發生的其它費用，應全部預付或是到付；也可以填寫在運輸程序中或目的站發生的其它費用，應全部預付或是到付，未在此欄內列明的其它費用見（**33C**）；其它費用可以用下列代號表示。

1. **AC**—**animal container**，動物容器費
2. **AS**---**assembly service fee,**集裝服務費
3. **AW**---**air waybill fee**，貨運單費
4. **CD**---**clearance and handling**—**destination,**目的站辦理海關手續和處理費
5. **CH**---**clearance and handling,**始發站辦理海關手續和處理費
6. **DB**---**disbursement fee**，貨物運費到付手續費
7. **FC**---**charge collect fee,**貨物運費到付手續費
8. **GT**---**government tax,**政府稅
9. **IN**---**insurance premium,**代辦保險手續費
10. **LA**---**live animal**，活體動物處理費
11. **MA**---**miscellaneous**—**due agent**，合格代理商收取的雜項費
12. **MC**--- **miscellaneous**—**due carrier,**承運人收取的雜項費
13. **MO**--- **miscellaneous,**雜項費，如牛欄、馬廄的租用費
14. **MZ**---**miscellaneous**—**due issuing carrier ,**制單承運人收取的雜項費
15. **MY –Fuel surcharge** 燃油附加費
16. **PK**---**packaging**，貨物包裝費
17. **PU**---**pick**—**up**，貨物提取費
18. **RA**---**dangerous goods fee**，危險物品處理費
19. **SD**---**surface charge**—**destination**，目的站地面運輸費
20. **SO**---**storage**—**origin,**始發站倉儲費
21. **SR**---**surface charge**—**origin**，始發站地面運費
22. **SU** ---**storage**—**destination,**目的站倉儲費
23. **TR**---**transit**，過境費
24. **TX**---**taxes,**稅款
25. **UH**---**ULD**—**handling**，集裝裝置處理費

在相應的其它費用代號後加“**C**”表示該項費用由承運人收取，加“**A**”表示該項費用由合格代理商收取。（**24A**）（**24B**）**Weight Charge** 航空運費：填寫（**22H**）或（**22L**）中的航空運費總額，可以預付或是到付，根據付款方式分別填寫。（**25A**）（**25B**）**Valuation Charge** 未宣告價值附加費：填寫按規定收取的宣告價值附加費，可以預付或是到付，根據付款方式分別填寫。（**26A**）（**26B**）**Tax** 稅款：填寫按規定收取的稅款額，可以預付或是到付，根據付款方式分別填寫，但是，必須同（**24A**）和（**25A**）或（**24B**）和（**25B**）同時全部預付或是同時全部到付。

（**27A**）（**27B**）**Total Other Charges Due Agent** 交合格代理商的其它費用總額：填寫交合格代理商的其它費用總額，可以預付或是到付，根據付款方式分別填寫。

（28A）（28B）Total Other Charges Due Carrier 交承運人的其它費用總額：填寫交承運人的其它費用總額，可以預付或是到付，根據付款方式分別填寫。

（29A）（29B）根據承運人的要求，填寫應收取的有關費用額，可以預付或是到付，付款方式分別填寫。

（30A）Total prepaid,全部預付貨物費用的總額：（24A）（25A）（26A）（27A）（28A）（29A）合計的預付貨物運費的總額。

（30B）Total Collect,全部預付貨物費用的總額：（24B）（25B）（26B）（27B）（28B）（29B）合計的到付貨物運費的總額。

（31）Signature of Shipper or his Agent,托運人或其合格代理商簽字、蓋章：由托運人或其合格代理商簽字、蓋章 。

（32A）Executed on (date)填開日期：填寫貨運單的填開日期，年、月、日。

（32B）at (place),填開地點：到付貨物運費：填寫貨運單的填開地點。

（32C）Signature of Issuing or its Agent 制單承運人或其合格代理商簽字、蓋章：由填制貨運單的承運人或其合格代理商簽字、蓋章。

（33）For Carrier’ s Use only at Destination,僅限在目的站由承運人填寫。

（33A）Currency Conversion Rates 匯率：勒索在國家的幣種和匯率。

（33B）CC Charge in Dest. Currency 到付貨物運費：填寫根據（33A）中的匯率將（30B）中的到付貨物運費換算成的金額。

（33C）Charges at Destination,目的站其它費用額：填寫在目的站發生的貨物運費額。

（33D）Total Collect Charge,填寫（33B）和（33C）的合計金額。

（34A）Reference Number,証明編號：填寫托運人、合格代理商和承運每人平均認可的某些証明的編號。

（34B）（34C）承運人同意，填寫某些事項。

（35A）at (place),提取貨物地點：填寫收貨人提取貨物的地點。

（35B）on (date/time),提取貨物時間：填寫收貨人提取貨物的日期（時間）。

（35C）Signature of Consignee or his Agent,收貨人或其合格代理商簽字：由收貨人簽字。

4·貨運單的修改

當貨運單內容填寫出現錯誤需要修改時，應將錯誤處劃去，並在旁邊空白處填寫正確的內容，並在貨運單各聯的修改處加蓋修改人的戳印。

每份貨運單只限修改一次，不得超過三處。如果發生多處填寫錯誤無法修改清楚時，應另填制新的貨運單，原貨運單作廢。

已經作廢的貨運單，應在全部各聯上加蓋“作廢”的戳印，隨同貨物銷售日報送財務部門註銷。

修改貨運單時，還應嚴格遵守財務部門的其它各項規定。

Cargo Community System

歷經 911 事件之後，美國政府針對其國土安全機制已進行全面檢討及改善，美國海關制定航空貨運自 2004 年元月起實施電子化申報艙單資料作業新規定，要求從台灣出發的班機須於抵達美國第一個場站四小時前即申報艙單資料。長榮航空爲因應美國反恐新規定，於 911 事件後立即與關貿網路公司共同開發「美國海關自動艙單系統」(Automated Manifest System，簡稱 AMS)，並獲得美國海關系統認證，將該系統成功導入於長榮航空洛杉磯、舊金山、西雅圖、紐約、芝加哥、達拉斯、亞特蘭大等外站，使得原先以人工輸入之預報作業時間，從每一航班平均四小時縮短爲二小時。 長榮航空指出，即日起經該公司載往美國之貨物均可透過該系統進行預先清關。易言之，在飛機尚未到站之前，如資料一切正確無誤，美國海關可直接線上放行，讓卡車於飛機到達時，同步至倉庫門口直接提貨。長榮同時將與關貿網路之(簡稱 CCS)服務結合，將原先由報關承攬業者負責製作之輸美貨物表格，改由長榮航空列印並提交給美國海關，預期將可爲承攬業者省下可觀之人力、成本與時間。 由於美國海關的新規定將壓縮台灣空運出口作業時間，並影響文件處理方式，如無妥善處理亦將會因此受罰。長榮航空與關貿公司共同開發之「美國海關自動艙單系統」，除可配合美國海關規範作業，確保貨物順利通關。

ACCS 即（AIR CARGO COMMUNITY SYSTEM)空運業界自動化服務系統之縮寫。

是運用電腦及網路通訊科技，協助空運相關業界完成外部自動化作業，並促進業界之間彼此相互交換航運資訊的業界共用系統，爲空運通關自動化系統的延伸及推廣。目前國內 ACCS 服務，係由 TRADE-VAN 關貿網路公司提供。其他各國的 ACCS TRAXON ASIA(日本 、香港) TRAXON EUROPE (法國、德國) CCS JAPAN (日本) US-CCS (美國) CCN (新加坡) CCS-UK(英國) SCITOR(義大利) TRADEVISION(瑞典)
CCS-CH(瑞士)

三.TRADE-VAN ACCS 已提供服務及實施狀況

１、貨況追蹤（八十四年十二月起）

◎航空公司：9 家

・直接連線—中華航空、華信航空、長榮航空、透過 TRAXON —國泰航空、港龍航空、盧森堡航空、法國航空、德鷹航空、日亞航

◎承攬業：鴻霖、均輝、南泰、兆鵬、美亞、西鐵.....等 88 家

２、進口艙單主分號併單作業（八十四年五月起）

◎航空公司：32 家 ◎承攬業：240 家

３、出口艙單主分號併單作業（八十六年九月起）

◎航空公司：32 家 (分號資料由海關 5204 出口放行訊息中擷取，協助整合後傳送海關）

４、出口主號放行通知（八十五年九月）

◎航空公司：中華航空、長榮航空　２家 ◎倉儲業：航空貨運站　１家

５、出口主號提單資料(FWB)傳送（八十六年二月）

◎航空公司：中華航空　１家 ◎承攬業：南泰企業　１家

四.國外規劃之趨勢——CARGO 2000

CARGO 2000 是 1996 年由 IATA 組織的主要航空公司及航空貨運承攬業，於法國巴黎召開的 Cargo Partnership Symposium 達成共識而成立的國際性組織。

該組織的定位，主要是想透過航空公司及航空貨運承攬業的共同合作，提昇整體航空貨運業務服務品質，並提高各項業務之效率，進而達到降低經營成本之目的。

1997 年 3 月起在美國加州正式成立，初期是由 18 家航空公司及 12 家航空貨運承攬業共同組成。日本方面也配合成立 CARGO2000 JAPAN ，並分成四個工作項目。導入及推行的重點分別是：

1. 線上洽訂艙位及電子化貨況追蹤
2. NAWB 推行及 FWB 提單資料的提供
3. BARCODE 制度的導入
4. 建構一個 EDI 作業的 CCS

五. 國內各航空公司進展情形

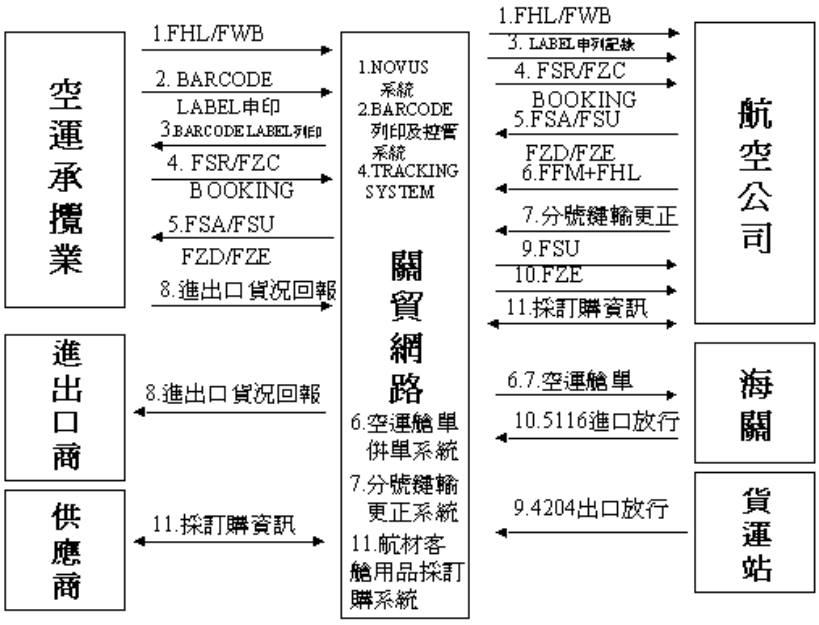
盧森堡航空已於今年年初開始進行規劃，惟尚未正式推動。英航、澳亞航、德航，已先實施出口貨物 BARCODE LABEL 制度。由於貨運站無法配合，故要求承攬業於出口進倉前需至航空公司領取 BARCODE LABEL 並黏貼於貨物上。 英航另要求於提單 Account Information 欄位上加貼條碼。 中華航空貨運處已進行研究，並已表達配合意願。 其他航空公司似乎無進一步配合 CARGO 2000 組織或作業之動作。

六.TRADE-VAN 建議加強推廣之功能

１、出口提單主號資料(FWB)傳送
２、出口提單分號資料(FHL)傳送
３、BARCODE LABEL 制度實施
４、出口分號貨物貨況追蹤查詢
５、進口放行訊息接收
６、進口分號艙單傳送修改
７、承攬業貨況追蹤共用中心
８、航材及客艙用品採訂購系統
- 承攬業
- 貨況追蹤
- 進口艙單併單資料傳送
- 出口主分號提單資料傳送

- 訂位
- **Barcode lebel** 申請列印
- 進出口商
- 進出口貨況追蹤
- 貨運站
- 進口放行通知接收
- 出口放行通知接收
- 出口主號放行傳送
- 航空公司
- 貨況回覆
- 進出口主號艙單資料傳送
- 出口主號放行接收
- 出口主分號提單資料接收
- 訂位回覆
- **Barcode lebel** 列印核准
- 進口放行接收
- 進口分號艙單資料傳送
- 海關
- 空運進出口艙單接收
- 進口放行通知
- 出口放行通知

ACCS 訊息交換示意圖



IT2000: Singapore's Vision of an Intelligent Island

Book chapter in "Intelligent Environments," edited by Peter Droege, published by North-Holland (1997).

1 Computerisation of a City-state

Singapore is a city-state on an island at the tip of the Malayan peninsula, strategically straddling the Indian Ocean in the west and the South China Sea in the east. A multiracial population of 2.8 million live and work on a land mass of less than 250 square miles to create a nation that enjoys one of the highest living standards in the world, with a per capita income of US$16,500. On an island that is devoid of natural resources, Singaporeans have learned to combine their skills and diligence with education and technology to sustain the momentum of their economic growth. There was early recognition that information technology would be needed to leverage Singapore's intellectual capital in order for her to move into the ranks of developed nations. A concerted effort to harness computer power began in the early 1980s, and in a manner that has become a national formula, the government took the leadership reins of the race.

Singapore's information technology (IT) initiatives evolved in three phases, each framed by a national plan that clearly articulated goals, policies, resources and projects. The first phase from 1981 to 1985 saw the start of the Civil Service Computerization Programme and the establishment of the National Computer Board. The Programme's broad objective was to computerise government ministries so as to increase productivity and raise the quality of public services. An important subtext of the first phase was for Singapore to seed its own cadre of computer professionals. The application technologies exploited were mainly in areas such as transaction processing, data modelling, and database management systems. A 1988 audit showed that the government had obtained a return of nearly 2.8 dollars for every dollar spent on information technology in the programme, and that the need for some 5000 posts had been avoided or reduced (NCB 1992a). The second phase from 1986 to 1990 was the period of the National Information Technology Plan. The twin goals of the Plan were to develop a strong export-oriented IT industry and to improve business productivity through IT application (NCB 1986). The focus has shifted from the public sector to the private sector. The development of IT manpower evolved further into applied research endeavours. Principal enabling technologies included software engineering, expert systems, and electronic data interchange. By the early 1990s, Singapore had a thriving IT industry with a growing number of indigenous IT firms exporting to the region, the US, and Europe. At least one local company has become the international industry leader in its product segment. A network allowing traders and government departments to exchange documents electronically is said to be saving Singaporean traders about one billion US dollars a year (Sisodia 1992). Research centers were established, developing advanced technologies and applications for industry and state-owned enterprises.

The third and current phase began in 1991 with the launch of the IT2000 masterplan. Singapore is to be transformed into an intelligent island, where IT permeates every aspect of the society - at home, work, and play. The stated goals are to apply IT extensively in order to enhance national competitiveness and to improve the quality of life of its citizens (NCB 1992a). Although a number of industry sectors participated in the planning and are likely to provide initial projects, the larger intent is for IT to reach out to every constituency in the country. The goal of a better quality of life provides fresh counterpoint to the familiar refrain of economic growth. An increasingly affluent society expects more leisure time as well as more creative and satisfying leisure options. At the same time, the way ahead to further prosperity depends on the ability of the people to learn new skills and master new technologies. IT is to create an advanced information infrastructure for the Singaporean businessman, clerk, engineer, housewife and student to access and assimilate information from diverse sources and in multiple formats. The technological elements now include broadband networks, multimedia, telecomputing, and technical standards.

Figure 1 compares the three phases of Singapore's computerization. Each phase is progressively more ambitious and builds upon the successes and expertise acquired earlier.

	IT Plan	Target Groups	Strategic Goals	Enabling Technologies
1980 - 1985	Civil Service Computerisation Programme	Public Sector: Government ministries, departments	• Raise productivity • Improve service • Develop IT manpower	• Transaction processing • Data modelling • Database management systems
1986 - 1990	National IT Plan	Private Sector: IT industry Local companies	• Develop local IT industry • Promote business use of IT • IT R&D	• Software engineering • Expert systems • Electronic data interchange
1991 - 2005	IT2000	Industry sectors Communities Individuals	• Increase national competitiveness • Improve quality of life	• Broadband networks • Multimedia • Telecomputing

Figure 1. Three Phases of Singapore's Computerization

2 Singapore's Vision

According to IT2000, Singapore is to develop into intelligent island that will be one of the first countries in the world with an advanced nationwide information infrastructure interconnecting computers in nearly every home, school and workplace (NCB 1992a). The computer will become a multi-purpose information appliance that integrates the functions of the telephone, television, and computer to deliver sound, images, text and data. Through these information appliances, Singaporeans will draw upon a wide array of electronic information and services to

improve their businesses, make their working lives easier, and enrich their personal, social and recreational activities. Singapore is to evolve into a developed nation by exploiting IT extensively to enhance its economic competitiveness and quality of life. Five strategic themes define the intelligent island vision.

2.1 Developing A Global Hub

Singapore aspires to be a global hub for businesses, services, and transportation. For many decades, Singapore has succeeded in attracting foreign firms to locate their manufacturing activities on the island because of its low-cost but high-quality labor. Now, Singapore is repositioning itself as a nerve centre and switching node for staging regional and international business operations. Its competitive assets will be an efficient and versatile information infrastructure and a work force equipped with the skills and expertise to operate, manage, and get the most out of the infrastructure. For businesses, the availability of high bandwidth communications will induce them to shift more knowledge-intensive activities to Singapore. Through videoconferencing, electronic sharing of multimedia documents, electronic mail and so on, a company's engineers, designers, marketers and technical staff can collaborate and coordinate their work in near real-time even though they may be oceans apart. In a similar fashion, a wide range of educational and consultation services may be projected and supported from the island without the need for extensive travelling or the cost of setting up large branch offices. The new information infrastructure will also enable Singapore's air and sea ports to reinvent value in the movement of goods and passengers. The electronic sharing of data and documents through integrated port information systems will result in a smoother and even swifter handling of vessels, freight and passengers through air and sea ports that are already known to be among the busiest and most efficient in the world.

2.2 Improving Quality of Life

By using technology to reduce or simplify time-consuming chores, Singaporeans will have more discretionary time on their hands. Almost all transactions with government departments are to be made through computer and communication networks - school admissions, tax submissions, permit or license applications, bill payments, and so on will be processed electronically. Shoppers can compare products by selectively viewing images and video-clips on computer screens, and make purchases through cashless transactions. The choice and quality of recreational activities will be enhanced. Singaporeans and tourists alike will use multilingual and multimedia systems to preview cultural events and obtain admission tickets. At home, computers will be used to interactively browse the collections of art galleries, libraries and musuems. Congestion on the roads will be tamed by computerised traffic control and electronic road pricing systems. Some Singaporeans can avoid commuting altogether by working at home via high-speed connections that bring them files and messages from the office and elsewhere. Those who work in office buildings find themselves inside intelligent structures that dispense advanced communication and control services. Everyone carries a smart card that stores essential information about her or his health and medical needs. The cumulative effect of these changes is that individuals will have the time and energy to engage in leisure activities that refresh their mental faculties or renew their social ties.

2.3 Boosting the Economic Engine

The pursuit of wealth has become the pursuit of information - the winning company is one that is able to obtain the best information in a timely manner and apply it in the production of its goods or services. On the wired island, companies in the manufacturing sector will exchange information electronically to coordinate their activities. Linked up in well tuned networks, suppliers will be able to synchronize production and delivery with their buyers, and manufacturers can customise their products according to customer demands without losing economies of scale. In the commerce sector, Singapore plans to expand its highly successful TradeNet system into a larger system that draws together all members of the cargo handling community, allowing shipping agents, freight forwarders, ground handlers, airlines, banks, customs departments, and the aviation and port authorities to transmit and process forms electronically. Wholesalers and retailers would set up central distribution centres that use network applications to receive orders, schedule deliveries, plan routes, and issue shipping notices. In the construction sector, contractors and professionals will make electronic submissions to government departments, and share documents, drawings and maps on the new information infrastructure. The standardisation of procedures and interchange of information will also encourage firms to form consortia to bid for international projects. In the tourism sector, a leisure information and reservation system will help travel agents to promote Singapore as a destination and to individualize holiday packages.

2.4 Linking Communities Locally and Globally

IT2000 calls for the creation of a community telecomputing network to support civic and social networking at the local community level. Run by volunteers, each community net could cover the area of one of the larger townships on the island and will provide economical access to a wide range of services such as electronic mail, bulletin boards, electronic chats, and videoconferencing. Residents may use electronic mail to consult with volunteer experts for medical and legal advice. They can look up public information on education, cultural activities, and special events. They can communicate with their elected representatives, town council officials, and community leaders. Additional nets will be spawned by special groups such as alumni associations, hobby clubs, parent-teacher associations, professional societies, residents' committees, senior citizens, and so on. The availability of these networks is to prod citizens to participate more actively in collective activities that increase the social cohesiveness of the community. A special net will enable Singaporeans who are living or working abroad to keep in touch with news and developments at home. The same net will also supply information of interest to potential investors, visitors, and foreign talents considering working in Singapore.

2.5 Enhancing the Potential of Individuals

Learning and creativity are qualities of an intelligent society. Singaporeans will need to be re-tooled with new skills many times over during their working lives. The new information infrastructure will allow individuals to learn at their own pace and to choose the time and place for

instruction. Working people, homemakers, senior citizens, and others will be able to participate in interactive distance education programmes that can bring them lectures and classes delivered from the best schools in the world. Computer-based learning will be enhanced by the coherent use of a variety of instructional media (animation, film clips, photographs, sound). Trainees may immerse themselves in simulated work environments to practise new skills. A media marketplace will connect media and publishing businesses, cultural institutions, broadcasting agencies and so on in an effort to attract and promote creative talents and services. In the marketplace, digital images and videos from the National Museum, the Singapore Broadcasting Corporation, the National Archives, and the national newspapers may be made available. Singaporeans with disabilities will be helped by adaptive technology - video conferencing could allow the deaf to communicate over distance, speech synthesis and recognition could allow the blind to interact with computers, and so on.

3 Information Management for an Intelligent Island

From the Civil Service Computerization Programme in the early 1980s, through the National IT Plan in the mid-1980s, to the current IT2000 masterplan, Singapore provides an instructive case study of national computer policy management. Each national plan engages a somewhat different set of policy levers in order to achieve its distinctive goals. Singapore's policy trajectory is a result of the dynamics between the purpose and the function of governmental involvement. In a framework developed jointly by researchers at the University of California, Irvine, the Harvard Business School, and the National University of Singapore, governmental policy is analyzed according to two dimensions: the supply-push or demand-pull goals of the policy intervention, and the influence or regulation role of the government (King et al 1994, Kraemer et al 1992, Gurbaxani et al 1990). Supply-push policies stimulate national production of IT, including the growth of indigenous and joint-venture IT companies, research and development, and technology transfer. Demand-pull policies stimulate national use of IT, including the application of IT by the public and private sectors, and IT education and awareness programmes. Within each of these two goal orientations, the government may adopt influence or regulation roles. In the influence role, government promotes technology through various forms of funding, incentives and subsidies, informational or consultation assistance, and partnership projects. In the regulation role, government exercises its legal or statutory powers to abet IT diffusion by issuing directives, setting technical standards, formalizing common procedures, protecting copyright, and so on. The supply/demand goals and influence/regulation roles form a four-by-four matrix for analysis.

In Figure 2, the policy themes of the National IT Plan (1986-1990) are plotted in the left matrix. To support the overall goal of nurturing a local IT industry and promoting business IT application, seven "building blocks" were identified: IT industry, IT application, IT manpower, IT culture, creativity and enterprise, coordination and collaboration, and information communication infrastructure. While these policy blocks articulated both supply-push and demand-pull goals, there was an emphasis on stimulating national IT production by encouraging local industry and research and development through influence-type policies (mainly financial incentives, partnership programmes, and research centers). Thus, the IT industry, creativity and enterprise, and coordination and collaboration blocks are placed in cell 1. The IT manpower and IT culture blocks are in cell 2 because they increase technology demand and use. IT application is between cell 2 and cell 4 because it requires both influence measures (assistance and hand-holding programs) and regulation activities (government directive and data interchange standards). Finally, information communication infrastructure is in cell 3 since it increases technology supply through networks conforming to telecommunication standards. Seen as a whole, the center of gravity of the National IT Plan would lie somewhere in cell 1, with its stress on stimulating national IT production through influence-type policies.

We may compare the National IT Plan's policies with the current IT2000 masterplan's five strategic themes (Fig. 2, right matrix). Again, the themes articulate both supply-push (IT production) and demand-pull (IT use) goals, but now the vision is more evenly balanced between the two. For the first time, improving the quality of life, linking local communities, and enhancing the potential of individuals, are no longer the implied benefits of computerisation but prominent objectives in themselves. These three themes are all demand-pull in orientation. Improving the quality of life by increasing citizens' discretionary time through computer-mediated transactions, and increasing social cohesion by linking communities through telecomputing networks both require technology standardization and a comprehensive legal framework for secure, legitimate electronic interactions to take place. These two themes therefore belong in cell 4 of the matrix, while enhancing the individual's potential is in cell 2. On the supply-push side, technology production will be stimulated by using IT to develop Singapore into a global hub and to boost the economic engine. Global hubbing will be promoted by incentives and indirect subsidies, local research, and education and training (cell 1). Boosting the economy through sector-wide IT applications will need standards for document interchange, product barcoding, electronic funds transfer and so on, as well as integration of government and industry procedures for processing forms and submissions (cell 3). On the whole, the center of gravity of IT2000 is nearer to cell 4, where the drive is towards a pervasive use of IT in society, with governmment leading the development of a supportive technical and legal infrastructure.

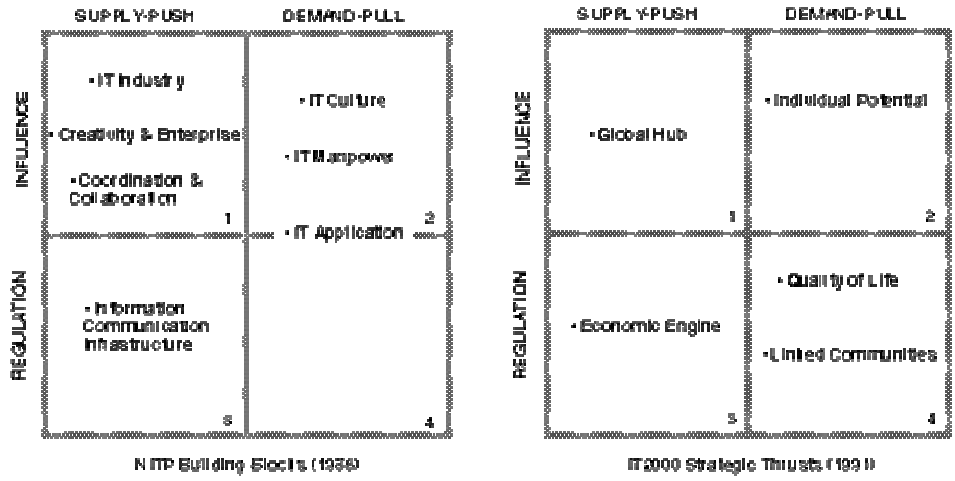


Figure 2. Singapore's National IT Policies (1986 and 1991)

Figure 2 suggests that Singapore has adopted a dual-track push-pull approach in its national IT policies. Supply-push goals that increase IT production are complemented by demand-pull goals that stimulate IT use. In pursuing these objectives, the government has applied both influence- and regulation-type policies, offering attractive incentives and building efficient infrastructures at the same time. While this balanced, broad-front policy management may be the general feature of Singapore's computerization effort, at a more detailed level, one may detect shifts in emphasis that are consonant with the progressive growth of Singapore as an information society. Recall the Civil Service Computerisation Programme of the 1980s to stimulate IT use in the public sector. Its goal was demand-pull and the policy interventions were mainly of the influence type. The ensuing National IT Plan had a stronger private sector orientation, and its primary goal was supply-push: to develop significant indigenous IT capability through influence- and regulation-type policies. The current IT2000 masterplan is aimed at the pervasive use of IT in industry, government, and society at large, and this represents a return to the demand-pull goal of stimulating technology use, this time across all economic and social groups in the country. In an information-intensive economy, further growth must depend on expansion and enhancement of the information infrastructure (Jussawalla and Cheah 1988). To achieve this, government is undertaking more of the regulation-type activities in infrastructure planning. Figure 3 overlays Singapore's three national IT policies. It suggests a progression over time from stimulating IT use on a limited scale in government ministries (the CSCP), through the nurturing of local IT capabilities that pushed IT production (the National IT Plan), to the current vision of an intelligent island where IT permeates society (IT2000). Government role evolved in tandem - government provided seed-beds for CSCP applications, acted as national coordinator and catalyst for the NITP, and is now masterplanner and architect of the information infrastructure of the intelligent island.

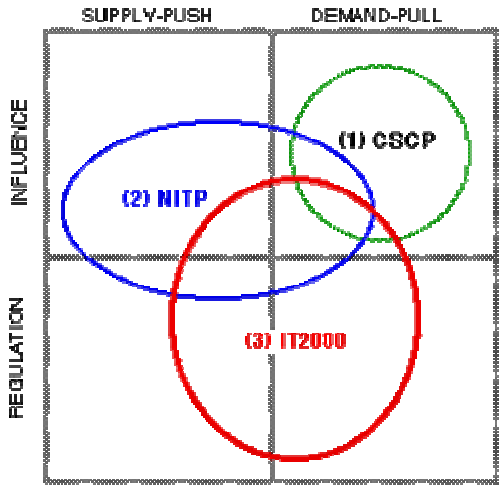


Figure 3. Evolution of Singapore's National IT Policies

To the extent that Singapore has become one of the most highly computerised nations in the world, with a burgeoning IT industry and a track record of sophisticated, sometimes world-beating IT applications in business and government, Singapore's computer policy management may be judged a success. What features characterize the Singapore experience? First, Singapore progressively developed its own IT manpower as a critical, top-priority objective. In the early days of the CSCP, Singaporeans worked alongside foreign consultants and software developers to

design and build systems. Today, Singapore's software engineers in several local IT research centers are discovering ways to apply cutting-edge technologies to create international competitive advantage for industry and government. Second, Singapore understood the principle of critical mass. When the CSCP was initiated, major application systems were developed in ten ministries at the same time. The corps of IT professionals working in the CSCP remains till today centrally managed by the National Computer Board. To present itself as an attractive international IT centre, Singapore worked hard to build up an initial base of multinational corporations who could provide living proof of the value and quality of its IT work force and infrastructure. Singapore also creates critical mass by pulling together disparate players in government and industry to collaborate on strategic large-scale applications such as the sectoral information-sharing networks. Third, Singapore weaves its IT policies in a latticework of multi-way partnerships. The CSCP was essentially a partnership programme between government ministries, statutory boards, and industry. The National IT Plan promoted collaboration between local industry and foreign IT companies, and between local industry and government. The IT2000 study was the work of eleven sectoral study groups, comprising some 200 senior executives and academics (NCB 1992a). The new information infrastructure is being jointly developed by local universities, research institutes, and multinational corporations. Already a Proof of Concept prototype of the new infostructure has been succesfully demonstrated and a first version is to be rolled out in 1995 (NCB 1994). Thus, partnerships have been exercised at multiple levels involving many permutations of players from the private and public sectors. The density of partnerships is matched by the ability of the groups to cooperate and coordinate their interests and resources. Fourth, Singapore shows convincingly that clear-sighted government leadership is a powerful force in driving IT diffusion. In challenging the received economic wisdom about the evils of government intervention, Singapore demonstrated the effectiveness of managing technology demand and supply with promotive and regulative policies.

4 Space and Time on the Intelligent Island

IT2000 will bend, blur and buckle the perimeters of space and time on the intelligent island. Life in the new cyberspace will be enveloped in a series of nested and overlapping spatial domains that include smart homes and buildings, virtual corporations, electronic marketplaces, IT townships, and regional hinterlands (Fig. 4). At the centre is the individual who is simultaneously information commuter, consumer, creator and transmitter. Through a personal line-up of pagers, cellular phones, personal digital assistants and personal computers, the individual defines her own electronic space and carries it with her wherever she goes, making and unmaking connections with a changing milieu. She projects multiple electronic personas as she participates as an employee on the office mail network, a citizen observer in electronic townhall meetings, a protagonist in an online discussion group, and a disguised player in multi-user games. From the point of view of the other domains, the wired citizen is a consumer of information with an insatiable appetite, endlessly seeking electronic erudition and entertainment.

Figure 4. The Spatial Domains of IT2000

Buildings are at once message carriers and facilities of information exchange (Droege 1988). Their physical and social spaces are being reshaped by the digital demands of multimedia information, network connections, and electronic sensors. Buildings are no longer judged just on criteria such as aesthetics or presence. Their attraction and utility are also evaluated by the information and communication services offered within their walls - the electronic information kiosks, transaction booths, videophones, teleconferencing, and document processing services. In effect, buildings function as computer-aided information processing nodes on the urban grid. Information technology will alter the texture of smart buildings with the intrusion of card readers, video screens, closed-circuit television, satellite dishes, computer-generated voices and so on. Technology will increasingly constrain building and space design with requirements for raised floors, cable conduits, building management systems, digital telephone exchanges, and the like. Within buildings, technology will demarcate multiple social spaces as occupants congregate around video-walls and electronic water coolers, or else seek invisibility in corners still unsurveyed by digital eyes.

On the wired island, virtual corporations and sectoral groups exchange data and documents over electronic webs. The boundaries of a virtual organization are set by the outer limits of information and document flow. Membership in a networked consortium is complete when a firm has direct access to the shared data of the group. Professionals, managers, and support staff scattered over different locations work collectively on electronic desktops or computer-aided meeting rooms where plans, drawings, and documents are simultaneoulsy viewed and modified. In an illusory world erected by hidden networks bridged by transparent gateways and routers, there are few electronic clues of the distances and interests that separate participants. Through computer networking Singapore transcends the geographical constraints of its small area, where most of the available commercial land is already taken up by factories, hotels, office blocks, and shopping malls raised in years of frantic physical development.

The IT2000 vision describes the formation of electronic marketplaces, and introduces scenarios for media services as well as the tourism and leisure industry. The Media Marketplace is to be a network exchange for buyers and sellers of creative media services to reach each other and for general consumers to use the collections of art galleries, libraries, museums, archives, newspaper and broadcasting organizations. Traditionally, the physical accessibility of these rich resources has been limited by conditions such as the fragility and uniqueness of the items that disallow frequent handling, and the lack of space that results in much of the collection staying concealed in storage. Digital representations of painted, printed and published works using technologies that retain the look and feel of the originals will overcome these barriers. With a computer, desired image and sound files may be searched for and retrieved, previewed, transferred, and then embedded into one's documents. In the electronic market place, the confluence of multimedia technologies and broadband communications provides a convenient yet persuasive medium for cultural and commercial discourse.

Singapore's hope is that in its new towns or townships, now infused with computers and communications, residents will voluntarily spin their own online communities based on social, professional, or cultural affiliations. Participation and interaction would promote social cohesion and civic bonhomie. An online town hall whose electronic doors always stay open and whose electronic mail boxes are always accessible could encourage residents to join in town hall meetings, voice their views, and in general, strengthen an often tenuous bond between citizen and official. An electronic town hall is presumably also more transparent - it renders visible procedures and priorities that are formerly obscured. Apart from physical inconveniences of office hours and limited access, Singaporeans will have to overcome their habitual apathy and for some,

fear that their electronic messages, stored on a disk drive somewhere, can provide a trail exposing personal values and sympathies. One wonders how much of the famous free and easy buzz found in the local `kopi diam' (coffee shops) will transfer over to the electronic chat cafes.

IT2000 underlines the strategic role of the new information technologies in supporting the development of Singapore as a regional hub. Networking is to extend beyond individuals and organizations to neighbouring nations. Singapore is at the centre of the economically successful Growth Triangle that encompasses Singapore, Johor (part of Malayisa), and the Riau islands (part of Indonesia). The three regions have different factor endowments and comparative advantages that complement rather than compete with one another, and they together make up a larger territory with greater potential for economic growth (Lee 1991). Hence, Singapore has high-quality human capital and well-developed infrastructure, Johor has land and semi-skilled labor, while Riau has land and low-cost labor. The success of the Growth Triangle suggests the expansion and replication of the triangle concept as a model for regional economic cooperation. By making quantum improvements in its information infrastructure, Singapore hopes to act as the smart and efficient switching centre for capital, goods, information and services for the region. In short, IT2000 is to recreate a new economic hinterland for Singapore and its partners.

5 Hard Questions for an Intelligent Island

From outside its borders, Singapore's IT experience has often been seen as something of a controlled showcase - success is impressive and tangible, but has been facilitated by vigorous government leadership of a supportive population (Corey 1991). As case study or exemplar, Singapore appears frequently in the western media. Three recent examples illustrate the general sentiment. In an article for the Harvard Business Review, Sisodia (1992) describes Singapore's "astonishing economic and technological achievement" as a nation-corporation that can claim "what is already perhaps the most technologically advanced environment in the world." (p. 40) In a popular business text, Davis and Davidson (1991) write that "Singapore represents one of the clearest examples of a nation poised for success in the global information economy. Its position is built on a sophisticated information infrastructure that provides low cost, high quality, advanced information services." (p. 166) In a scholarly volume, Cronin and Davenport (1993) observe that Singapore is "a recognized leader in leveraging and sustaining its competitive edge through far-sighted investments in information and communication technologies" and that its policies constitute "a plausible blueprint for other newly industrialized or developing nations." (p. 21)

Yet there remain questions. The same Sisodia asks if there is an inherent conflict between the democratization of information creation and access through technology and the government's long-standing determination to control closely the information its citizens receive (Sisodia 1992, p. 48). Rapaport (1993) calls this Singapore's "grand contradiction": Can Singapore be a center of the most advanced information technology while banning the free flow of information? At the end of a considered analysis of Singapore's IT efforts, Gurbaxani and his associates conclude with the observation that ironically, it is the strong government participation that has taken Singapore so far that is now blocking Singapore's move to the next logical stage of development (Gurbaxani et al 1990). To them, a centralized, bureaucratic economic structure is antithetical to the qualities of innovation and risk-taking that lie at the heart of the new information economy. While Singapore is not quite a "Disneyland with the death penalty" (Gibson 1993), managing the dialectics between creativity and control will pose a substantial challenge.

And what is one to make of nations who exist as "clusters of companies, communities, talents and resources linked electronically and structurally to other such entities around the world" and whose laws and standards are harmonized with those of its major economic and technological partners? (Kurtzman 1993, p. 217) Walter Wriston, ertswhile Chairman and CEO of Citicorp, predicts a "twilight of sovereignty" in which the power of the state to act alone both internally against its own citizens and externally against other nations' affairs is rapidly being eroded by information and technology (Wriston 1992, p. xii). For him, "Orwell's vision has been reversed: Instead of the sovereign hearing each word said by a citizen in the privacy of his or her home, it is the citizen who hears what the sovereign is doing and has myriad electronic pathways to register approval or dissent. ... The sanctity of national borders is an artifact of another age. Today data of all kinds move across, over, and through those borders as if they did not exist. ... Borders are no longer boundaries; technology has made them porous." (p. 132) Ultimately, "no nation can hope to prosper in the future unless it is fully hooked up to the network and its citizens are free to use it. A nation can walk this path to prosperity only if its government surrenders control over the flow of information." (p. 47)

Singapore must find its own resolution of these tensions. Perhaps technological intelligence distributed through networks and information appliances is a necessary but insufficient prerequisite. Perhaps a truly intelligent nation is a socially intelligent society that is not only supported by the density and quality of its information networks and knowledge industries, but also conditioned by the attitudes, values, social relations, and cultural structures underpinning the society (Dedijer and Jéquier 1987). A nation's social intelligence is its ability to sense and interpret the environment, learn quickly about opportunities and threats, and use the knowledge to adapt and modify itself and the environment (Cronin and Davenport 1993). Intelligent nations will "maintain and improve standards in the learning of basic communication and numerate skills by children, their business corporations will be committed to the intellectual development of their employees and, above all, they will create large subcultures which work at the creation of an advanced infostructure with such energy that their enthusiasm spreads to their fellow citizens." (Connors 1993, p. 168). In the end, it is the total capacity of its people to continuously learn and innovate that will provide Singapore with a sustainable competitive advantage. In a race between nation states, it will be their learning cultures that will make the crucial difference.

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貨物通關自動化

爲配合「 」之實施， 前「財政部貨物通關自動化規劃推行小組 」與「關稅總局」，爲 實施通關自動化之工作準則、作業參考及政令宣導、訓練教材等多功能用途，隨著自動化推動過程之檢驗， 一方面發覺部分作業原設計存在不少有欠周延或未盡 妥適者，經予隨時修正或變更其作業方式；一方面則因有不少法令業已修正， 乃於八十五年再次修訂重印， 並 將「空運」與「海運」作業合編成一套，以「海運通關自動化報關手冊」內容爲架構，「 合併 」兩手冊之原有內容，並易名爲「貨物通關自動化報關手冊」此乃貨物通關自動化之作業依據。

一、負擔費用

1.連線業者利用「T/V」傳輸訊息，應負擔連線「傳輸費」（未連線者，由海關代爲輸入者，海關徵收「鍵輸費」）。

2.爲便利「輪船業者」轉嫁「傳輸費」起見，「T/V」可提供按「船隻掛號」別予以分帳之服務（通關小組台通技字第 8580104 號函）。

3.連線業者如能把握住下列兩項重點，可節省「傳輸費」：

(1)儘量利用「離峰時段」傳輸，可享受較低之費率。

(2)在傳輸前「詳細檢查傳輸內容」以免被回覆「不受理報關」（簡 5106）而需重傳時，形成負擔兩次以上之「傳輸費」。

二、連線業者應有之設備

1.硬體（Hardware）方面—(1)各類型主機（Mainframe）或 IBM 相同性個人電腦（Personal Computer；PC）、(2)列表機（Printer）、(3)數據機（Modem）、(4)撥接式電話線路（Dial Up），或向電信局租用專線（Leased Line）或分封式網路（Pacnet）。

2.軟體（Software）方面

(1)應用軟體（Application Software）—必須能提供連線業者相關業務處理之功能。

(2)轉換軟體（Translator）—能將應用軟體產生之資料轉換成 UN/EDIFACT 之標準格式、或反向將 UN/EDIFACT 之標準格式轉換成應用軟體適用之資料格式。

(3)通訊軟體（Communication Software）—能提供用戶端與「T/V」通訊傳輸的介面（Interface）。

三、報關行可用「即用系統」（Turnkey System）報關

1.連線業者如係報關行，可向軟體公司購置經「T/V」審核合格之報關「套裝軟體」（Package；由軟體設計公司或電腦製造廠商事先寫好之成套程式）或「即用系統」（含套裝軟體、硬體及通訊設備），亦可自行發展。

2.報關即用系統主要分爲二個子系統

(1)EDI 報關應用子系統–係提供報關行處理與電子資料交換文件（Electronic Data Interchange；EDI）有關之作業，包括報關文件之製作、格式轉換、傳送、接收、反轉換及查詢回應訊息等主要功能，以及系統設定、維護、公用程式等輔助性功能。

(2)「T/V」資訊服務子系統–係查詢及使用「T/V」提供之資料庫及電子佈告欄（詳請參閱本手冊附錄十八），並具備相關之通信處理、系統設定、維護及公用程式等輔助性功能。

3.EDI 報關應用子系統之功能

(1)報關文件製作–利用本系統製作下列文件時，可提供輸入、更正、複製、查閱、列印之功能，並對輸入之資料進行檢核。

A.進口報單。

B.出口報單。

C.轉運申請書。

(2)文件格式轉換—將文件資料轉換爲 EDI 標準格式資料；或將 EDI 標準格式資料轉換爲文件資料。

(3)資料傳送—將 EDI 標準格式資料，透過通訊介面，傳送予接收方。

(4)回應訊息接收與查詢—報關行可透過通訊介面自「T/V」之電子郵箱擷取海關回應之訊息，並將擷取下來的訊息加以儲存，使用者可隨時經由螢幕（Screen）讀取或列印出來。

(5)報單狀態查詢—提供某一報單在海關通關流程中各作業點狀況之查詢功能。

(6)介面資料檔轉換—若報關行本身有內部之應用系統，而需透過本系統作 EDI 格式轉換及傳送者，本系統亦提供介面檔案轉換之功能。

(7)信件狀態查詢（Message Status Reporting System；MSRS）—爲「T/V」電子郵箱所提供之功能。用戶端與「T/V」連線後，可利用本功能查詢訊息傳送或接

收之時間或訊息是否已被讀取，使用者可指定查詢某段時間或特定接收者之訊息狀態，亦可產生報表資料，傳送至用戶端，由使用者自行列印

通關自動化使用表格與訊息之種類

編　號	表格訊息名稱	文件種類及使用別		作　業　別			使　　用　　單　　位			列印單位
		訊息	表格	進口	出口	轉運	發出	接收【一】	接收【二】	
簡 5101	進（轉）口貨物艙單	空		ˇ		ˇ	運輸業	海　關	倉儲業	
簡 5101S	中華民國海關艙單–進口艙單	海	海	ˇ		ˇ	運輸業	海　關	倉儲業	運輸業
簡 5102	進（轉）口貨物進倉資料	空		ˇ		ˇ	倉儲業／科管局	海　關	運輸業	
簡 5102S	進口貨物進倉資料	海	海	ˇ		ˇ	港務局／倉儲業／科管局	海　關		倉儲業
簡 5103	進（轉）口貨物短溢卸報告	（併入 5102）	空	ˇ		ˇ	倉儲業／科管局	海　關	運輸業	倉儲業 科管局
簡 5104	進口貨物進倉異常報告	（併 5102）	空	ˇ			倉儲業／科管局	海　關	運輸業	倉儲業 科管局
簡 5105	進口報單	空	通	ˇ			報關行／科管局	海　關		報關行 科管局
簡 5105A	進口報單	空	入 5105	ˇ			報關行／科管局	海　關		報關行 科管局
簡 5105S	進口報單	海	入 5105	ˇ			報關行／科管局	海　關		報關行
簡 5106	不受理報關原因通知	通		ˇ	ˇ	ˇ	海　關	報關行／科管局／運輸業		
簡 5107	海關錯單或應補辦事項通知	空	空	ˇ	ˇ	ˇ	海　關	報關行／科管局		海　關 報關行 科管局
簡 5107S	錯單或應補辦事項通知	海	海	ˇ	ˇ	ˇ	海　關	報關行／科管局 運輸業		海　關 報關行 運輸業
簡 5108	倉儲或運輸業申報訊息駁回通知	空		ˇ	ˇ		海　關	運輸業／倉儲業 科管局		
簡 5108S	倉儲或運輸業申報訊息回覆通知	海		ˇ	ˇ		海　關	港務局 科管局倉儲業運輸業		

簡 5109	海關查驗貨物通知		空	ˇ	ˇ		海　關	報關行		海　關
簡 5109S	海關查驗貨物通知	海	海	ˇ	ˇ	ˇ	海　關	報關行／運輸業	科管局倉儲業	海　關
簡 5110	海關進出口貨物稅費繳納證兼匯款申請書	通	通	ˇ	ˇ		海　關	報關行／科管局	EDI 線上扣繳廠商	海關、報關行 科管局
簡 5111	國庫專戶存款收款書兼匯款申請書	通	通	ˇ			海　關	報關行／科管局	EDI 線上扣繳廠商	海關、報關行 科管局

出口報單各欄位填報說明

項次	欄位名稱 (電腦處理編號)	填　　報　　說　　明
1.	報關人名稱、簽章(1)	請參閱「進口報單」第 1 項填報說明。
2.	專責人員姓名、簽章(2)	請參閱「進口報單」第 2 項填報說明。
3.	檢附文件字號(3)	(1) 輸出許可證號碼及連線簽審機關許可文件號碼，另有第 29 欄供填報〔但「輸出單證」例外，請參閱第玖、八犮節〕。 (2) 係供需提供未連線簽審機關核發之許可文件、合格證等，如電信器材出口憑證、新聞局書刊放行單、貨物稅完（免）稅照等文件所填列。
4.	貨物存放處所(4)	係將出口貨物進存之貨棧、貨櫃集散站或碼頭名稱或代碼（請參閱「通關作業及統計代碼」）填入，名稱可由海運出口貨物進倉證明書或託運申請書內查得。
5.	運輸方式(5)	(1) 本報單貨物是用下列何種方式運出，可於方格內選填其代碼，「(1)海運非貨櫃(有包裝雜貨)、(2)海運貨櫃、(3)空運(非貨櫃)、(4)空運貨櫃、(5)無、(6)海運非貨櫃(無包裝散貨)」。 (2) 國內交易案件及設限紡織品案件「在海運關區報關以空運出口」者，應選填(5)。
6.	類別代號及名稱(6)	請參閱本手冊第玖、五節填報。
7.	聯　別	(1) 第一聯爲正本，係海關處理紀錄用聯。 (2) 視需要可加繕副本，分別爲： A.第三聯：沖退原料稅用聯。 B.第四聯：退內地稅用聯。 C.第五聯：出口證明用聯。 D.第六聯：留底聯（經海關加蓋收單戳記後發還）。 E.第七聯：其他聯（各關稅局依實際需要規定使用之，如供稅捐稽徵機關查核用聯）。
8.	頁　數	(1) 應填列本份報單共幾頁，首頁爲第一頁，次頁爲第二頁。如共二頁時，則首頁填「共二頁第一頁」，次頁爲「共二頁第二頁」。 (2) 「外銷品使用原料及其供應商資料清表」應與報單併計編頁次。

9.	報單號碼(7)	(1) 應依「報單及轉運申請書編號原則」之規定辦理（請參閱第貳、九節），計分五段：收單關別／出口關別／民國年度／船或關代號／裝貨單或收序號 第一段：收單關別，二位大寫英文字母代碼。如基隆關稅局出口組為AA，詳參閱本手冊第參、五、甲節。 第二段：出口關別，二位大寫英文字母代碼。如非由他關區裝船出口者免填，應予空白。 第三段：中華民國年度，用阿拉伯數字填列。 第四段：海運填「船號」(請參閱第貳、八節「船隻掛號編號原則」）；空運報單則填「報關行箱號」。 第五段：海運報單填裝貨單號碼，用 4 位阿拉伯數字(海關電腦可接受文數字)，未滿 4 位數時，前面用「0」填補，例如「0032」。空運出口報單由報關行自行編號。 (2) 雜項報單之填列，請參閱第貳、九節「報單及轉運申請書編號原則」第(五)項之說明。 (3) 各保稅區視同進出口報單編號原則，請參閱第拾捌、二節。 (4) 加工出口區轉空運出口之報單編號請參閱第貳、九節「報單轉運申請書編號原則」第玗、4項之說明。
10.	貨物輸出出售人 （中、英文）名稱、地址(8)(9)(10)(11)	(1) 填報應以正楷字體書寫或以打字機、PC 繕打，依中文名稱、英文名稱、地址順序填列。如用戳記加蓋，其長度不得超過 8.5 公分，寬不得超過 2 公分。傳輸時中文名稱免傳；地址得免傳，但列印在報單上，一定要使用中文。 (2) 貨物輸出（或出售）人為科園區廠商者，應於中文名稱前填報科園區統一電腦代碼。 (3) 「統一編號」欄(8)，應填列營利事業統一編號；非營利事業機構，填其扣繳義務人統一編號；軍事機關填八個「0」，外人在臺代表或機構無營利事業統一編號者填負責人「護照號碼」（前二碼固定為「NO」，以免與廠商或身分證統一編號混淆）；個人報關者，填其身分證統一編號。 (4) 貨物輸出(或出售)人為保稅工廠、加工出口區區內事業或科學工業園區園區事業者，應於「海關監管編號」欄(9)填報保稅工廠、加工出口區區內事業或科學工業園區園區事業監管編號五碼，此編號係由一個英文字軌(關別)及四位阿拉伯數字組合而成，請參閱「通關作業及統計代碼」之「保稅工廠監管編號」，如「德州儀器工業股份有限公司本廠」之監管編號為「C0030」。 貨物輸出（或出售）人為發貨中心者，應於「海關監管編號」欄(9)填報保稅倉庫海關監管編號五碼，此編號係由二個英文字軌（第一個字為關別與第二個字為倉庫別）及三位阿拉伯數字組合而成，請參閱「通關作業及統計代碼」之貨物卸存地點（含保稅倉庫監管編號），如臺灣三美股份有限公司發貨中心保稅倉庫之監管編號為「B0350」。 (5) 「繳」字欄(10)預備供填稅費繳納方式代碼(暫時不用)。 (6) 「案號」欄(10)預備供填利用帳戶繳納時之案號(暫時不用)。 (7) 凡法令規定應由買賣雙方聯名繕具「報單」者： A.其委任報關者，不論個案委任或長年委任，得免在本欄或賣方欄加蓋司行號及負責人印章。 B.其未委任報關之一方或自行報關之他方得出具切結書以代替在本欄或賣方欄加蓋公司行號及負責人印章。
11.	買方統一編號（及海關盡管編號）名稱、	(1) 買方如為國外廠商時：

	地址(12)	A.上方兩個虛線空格均免填。 B.名稱應以英文填報、傳輸；地址可省略。 (2) 買方如爲國內廠商時： A.應在虛線空格第一格填列營利事業統一編號；如同時具有保稅工廠、加工出口區區內事業或科學工業園區園區事業身分時，則另行在虛線第二格填列海關監管編號。 B.中文名稱傳輸時免傳。 C.地址傳輸時免傳，但列印在報單上限使用中文。 (3) 同第 10 項第(7)目。
12.	收單編號或託運單號碼(13)	海運者可填裝貨單之「提單參考號碼」；空運者應填列託運單號碼之分號（主號則填列於船機名航次欄(24)）
13.	理單編號	係填海關電腦所編歸檔用流水號碼，報關人免填。
14.	報關日期(14)	(1) 有關「日期」之填報一律按民國年月日爲序填報如 85.04.30。 (2) 將報單遞進海關申報的日期填於此欄。 (3) 「連線者」以訊息傳輸送達「T/V」之日期爲準。
15.	輸出口岸(15)	(1) 係填列裝載本報單出口貨物之運輸工具出口地點及代碼，如基隆代碼（TWKEL）、臺中代碼（TWTXG）、高雄（TWKHH）、中正機場（TWCKS）。 (2) 如屬國內交易案件，應填列代碼「TWZZZ」。
16.	離岸價格幣別、金額(16)	(1) 本欄應依輸出許可證或發票上所載之離岸價格（即 FOB 金額）填入。如爲 CFR 金額，應減去運費後填入。如爲 CIF 金額，則應減去保險費及運費後填入，幣別代碼請參閱「通關作業及統計代碼」。 (2) 「TWD」欄： A.係供填 FOB 之新臺幣金額。 B.本欄金額應與第 34 欄各項之「合計金額」相等，或在規定之容許差範圍內。
17.	運費(17)	(1) 依裝運文件或發票所列運費之幣別、金額填列，如以 FOB 爲交易條件，本欄免填。 (2) 本欄幣別如與離岸價格不相同時，應轉換爲與其相同之幣別後，再折算填入。
18.	保險費(18)	(1) 依裝運文件或發票所列保險費之幣別、金額填列，如交易條件爲 FOB 或 CFR，本欄免填。 (2) 同 17 項「運費」第(2)點。
19.	應加減費用(19)(20)	(1) 應「加」費用，係指未列入貿易文件上所載 FOB 價格內，但依交易價格規定應行加計者，例如由賣方給買方之折扣費。 (2) 應「減」費用，係指已列入貿易文件上所載 FOB 價格內，但依交易價格規定可以扣除者，例如由買方負擔之佣金、手續費等之合計金額。
20.	申請沖退原料稅(21)	(1) 本報單出口貨物是否「沖退進口原料稅捐」，應在該欄填報是否申請，申請者，應檢附「外銷品使用原料及其供應商資料清表」，並填代號「Y」；不申請者，則填代號「N」。 (2) 保稅工廠出口報單，如非屬上開「沖退進口原料稅捐」範圍，不宜填列「Y」。 (3) 使用國產應課貨物稅供作製造外銷品之原料者，如檢附「外銷品使用原料及其供應商資料清表」者，應填列「Y」。

21.	買方國家及代碼(22)	(1) 依 E/P 或發票所載填列買方所在地之國家或地區英文名稱及代碼（代碼填在右上方虛線空格內）。其代碼請參閱「通關作業及統計代碼」。 (2) 如屬國內交易案件，代碼欄應填「TW」。
22.	目的地國家及代碼(23)	(1) 係填入本報單貨物之「最終目的地」國家及地方英文名稱全名（如受欄位所限，全名無法容納時，則填至欄位線即可）及其代碼〔代碼包括國家及地方代碼（共五碼）；填在右上方虛線空格內〕。其代碼請參閱「聯合國地方代碼」，如美國洛杉磯，則填 UNITED STATES，LOS ANGELES，代碼填 USLAX〔（81）臺總局統字第 03083 號函〕。 (2) 如屬國內交易案件，代碼欄應填「TWZZZ」。
23.	出口船（機）名及呼號（班次）(24)	(1) 海運即填載運本報單所申報貨物之船舶名稱及 4 位或 6 位英文字母及阿拉伯數字摻雜之呼號。船名及呼號，可由裝貨單上查明。 (2) 空運者，航次欄應填列託運單主號，船舶呼號欄應填列出口機名及班次，機名填航空公司英文簡稱（爲二位文字碼），班次則用阿拉伯數字(四碼)填列，如華航「CI0008」。 (3) 如屬國內交易案件，本欄填「NIL」。
24.	外幣匯率	(1) 依關稅總局驗估處「每旬」所公布之「報關適用外幣匯率表」所列之「買入匯率」爲準。 (2) 新臺幣交易案件，填「1.0」。
25.	項次(27)	依輸出許可證或發票所列貨物順序，用阿拉伯數字 1、2、3.....逐項填列。
26.	貨物名稱、品質、規格、製造商等(28)	(1) 依輸出許可證或發票所載填報，如與實際不符者際出口貨物申報。傳輸時按貨物名稱、牌名、型號、規序分列爲原則；如無法分列，得均申報於貨物名稱內。 (2) 保稅貨物案件申報時，原料之買方、賣方料號品型號首先填報（列印）於貨名之前；牌名、規格、原進倉報單號碼及項次依序填報（列印）於貨物名稱之後。 (3) 如有共同的貨物名稱時，得於各該所屬項次範第一項申報即可。 (4) 貨物不止一項者，應逐項填明，最後應填「TOTA 並在「淨重、數量」及「離岸價格」兩欄填報合計數(TOTAL 之後無需要再填報「以下空白」或「無續頁」之類之字）。 (5) 如需退稅之出口貨物，其名稱與原料核退同物異名時，應在貨名下註明核退標準所規定貨名、規格、型號。 (6) 貨名資料長度超過 390Byte(空運爲 385Byte)時，應在報單「申請審驗方式」〔報單上使用「(申請)查驗方式」者仍繼續使用，但印製新報單時，請配合修改〕欄填報代碼「8」(報單補單時應列印全部內容）。 (7) 依法令規定應顯示「製造商」者（如申請沖退稅），請勿漏填其名稱。 (8)「長單」得以彙總方式填報（請參閱附錄六）。

27.	商標	(1) 「貨物本身」或其「內外包裝」或「容器」標示有商標　者，應逐項填報實際之商標，並儘量以實際商標縮小影印黏貼，再加蓋騎縫章。如有國貿局核准商標登錄文號，亦應報明，如未標示商標，則應填報「NO BRAND」。 (2) 由貨名欄第一行開始列印，並以“　”框之〔關稅總局　(84)公字第00007號公告〕，「貨名」則自貨名欄第二行開始列印。 (3) 連線報單傳輸方式，請參閱第玖、九節。 (4) 復出口案件亦應申報，並於此欄之下用括弧加註（「生產國別」）。
28.	輸出許可證號碼—項次(29)	(1) 將輸出許可證「號碼」及「項次」填入。 (2) 請參閱進口報單填報說明第 27 項。
29.	輸出入貨品分類號列、稅則號別、統計號別、檢查號碼、主管機關指定代號(30)	(1) 應查閱「中華民國海關進口稅則輸出入貨品分類表合訂本」填列（共應填列 11 碼；請參閱實例第 23-2）。 (2) 詳請參閱進口報單填報說明第 28 項。
30.	淨重（公斤）(31)	(1) 依裝箱單填列，如實際與文件記載不符者，應按實際出口情形申報。 (2) 淨重係指不包括內外包裝之重量，一律以公斤(KGM)表示之。 (3) 「小數點」以下取一位數(設限紡品輸出單證另依其規定)。
31.	數量（單位）(32)	(1) 依輸出許可證或發票所載填其計價數量及單位，如實到數量與輸出許可證或發票所載不符，應依實際數量填報。例如輸出許可證所載爲布類 1,000 碼，則在此欄填 1,000YRD。如貨物不止一項時，應逐項填報。 (2) 如數量（單位）長度超出現有欄位時： A.可彈性跨越左右欄位空白處填列，被佔用欄位之內容必須降低或提高位置填列。 B.亦可轉換爲「百單位」或「千單位」申報，惟轉換之單位須爲「通關作業及統計代碼」內所列之計量單位。如：HPC（百個）、HST（百套）、KPC（千個）.....等。 (3)「保稅貨物案件」申報時，於此欄第二行填報（列印）「B：記帳數量及單位」。 (4) 單位「代碼」請參閱「通關作業及統計代碼」。
32.	數量、單位（統計用）(32)	(1) 依前例布類按進口稅則上所列單位爲平方公尺，則 1,000 碼(寬度 36 吋)等於 836 平方公尺，在此欄填 836MTK。 (2) 請參閱進口報單填報說明第 32 項。
33.	簽審機關專用欄	(1) 目前係供填報紡織品出口配額之類別、數量及單位等，請參閱第玖、八節。 (2) 其他簽審機關如有需要亦可利用此欄。
34.	離岸價格（新臺幣）(34)	(1) 依輸出許可證或發票所載之 FOB 金額乘以外幣匯率即得新臺幣離岸價格，輸出許可證或發票所載如爲 CFR 金額，則應減去運費；如爲 CIF 金額，則應減去保險費及運費後再與外幣匯率相乘後填入（金額計至元爲止，元以下四捨五入）。 (2) 如幣別金額太長，欄位不夠用時，可將幣別填列於上方，金額填於下方（即一欄當二欄使用）。

		(3) （）欄目前係供填設限紡織品出口之 FOB 美金或其他外幣金額（其他貨品暫時免填）。 (4) 申報「禮物、贈品、樣品、掉換、賠償、廣告品等」時，即使發票載明「NCV」，亦應申報其實際價格，不得申報「NCV」(No Commercial Value）、「FOC」(Free of Charge)或「0」。
35.	統計方式(35)	(1) 統計方式代碼填列於本欄位之上半欄，請參閱「通關作業及統計代號」。 (2) 本欄下半欄供「需繳納」或「免收」商港建設費、推廣貿易服務費等時填列。例如外銷國產貨櫃出口時免收商港建設費，則於此欄填列，商港建設費代碼 B22：0%。
36.	總件數、單位(25)	(1) 依裝貨單或託運單上所載總件數填列，單位應依「通關作業及統計代碼」填列，如 500CAN（CAN），1,234 CTN（CARTON）；如係不同包裝單位構成〔如 500CTN 與 35BAG（BAG）〕，總件數應使用〔535PKG（PACKAGE）〕。 (2) 貨物由二包以上合成一件者，應於件數後用括弧加註清楚；如屬連線申報（含磁片收單）者，應於合成註記之訊息欄位申報「Y」，並於其他申報事項訊息欄內報明上開合成狀況。
37.	總毛重(公斤)(26)	(1) 係填報整份報單所報貨物之總毛重，並以公斤（KGM）爲計量單位。 (2) 「小數點」以下取一位數(設限紡品輸出單證另依其規定)。
38.	標記及貨櫃號碼	(1) 標記係指貨上之標誌及箱號，依實際出口貨物外包裝上所載填列。 (2) 「連線者」申報請參閱進口報單填報說明第 39 項「標記及貨櫃號碼」第(2)點及其他相關說明。 (3) 整裝貨櫃(CY)裝載者應填列貨櫃號碼(向左齊依序填列文數字，中間不得留空白或填列特殊符號)，其餘則免填。 (4) 如不夠使用，可於其他申報事項欄或海關簽註事項欄或續頁之「加總」後填列。
39.	其他申報事項	係供對本報單申報事項另行補充、提示海關承辦關員注意特別處理事項或依有關法令規定應由報關人報明之事項，如無適當欄位可供填報時，應於本欄中申報。例如： (1) 復運出口案件(包括國貨、外貨)應填報原進口報單號碼。 (2) 需繳納業務費之案件，應填列業務費金額。 (3) 按月彙報案件，應加註 xx 月份按月彙報案件，並註明下列資料：A.按月彙報之「月份」。B.按月彙報之「統一發票號碼」。C.按月彙報「交易金額(依統一發票)」。 (4) 保稅倉庫進出倉貨物應於本欄填報保稅倉庫代碼及營利事業統一編號。 (5) 保稅貨物視同進出口案件之交易對方「參考編號」。 (6) 連線申報合成註記填報「Y」者，應於本欄列出其明細。 (7) 常年（長期）委任報關核准文號。 (8) 申請依長單簡化作業方式之核准文號。 (9) 園區事業以合作外銷之三角貿易方式出口，其貨物輸出人爲非園區事業者，應於本欄填報園區事業監管編號及營利事業統一編號。 (10) 保稅工廠之產品由其他廠商或貿易商報運出口者，應於本欄填報保稅工廠監管編號及營利事業統一編號。
40.	海關簽註事項	係供海關承辦關員簽註處理情形或加註必要之文字。
41.	條碼處	實際實施方式及日期，另行規定。
42.	通關方式	請參閱進口報單填報說明第 43 項。

43.	（申請）查驗方式	**(1)** 請參閱進口報單填報說明第 **44** 項。 **(2)** 本欄名稱已公告修正爲「申請審驗方式」，請於印製新報單時配合修正（未用完之舊報單仍可繼續使用）。
44.	商港建設費	**(1)** 海運出口者，以全份報單「實際離岸價格總金額」乘以 **0.2**%之得數填報（核計至元爲止，元以下不計；不足 **TWD100** 者免收）。 **(2)** 空運及郵運出口者免填（收）。
45.	推廣貿易服務費	海、空運出口者，以全份報單「實際離岸價格總金額」乘以 **0.0415**%之得數填報（核計至元爲止，元以下不計；未逾 **TWD100** 者免收）。
46.	合　計	將商港建設費、推廣貿易服務費及其他應收款項各欄加總之總金額填入。
47.	繳納紀錄	報關人免填。
48.	證明文件核發、聯別、份數、核發紀錄	**(1)** 請報關人填列與背面申請欄相同之聯別、份數；並在背面貼足規費證。 **(2)** 由海關依實際核發情形作紀錄。
49.	（報單背面）申請證明文件、聯別、申請份數	**(1)** 依實際需要證明文件之聯別、份數填明申請。 **(2)** 請參閱報單背面填報注意事項第 **3** 項。
50.	報單續頁	續頁填報方式與首頁相同。

空運出口艙單（建議格式）各欄位填報說明

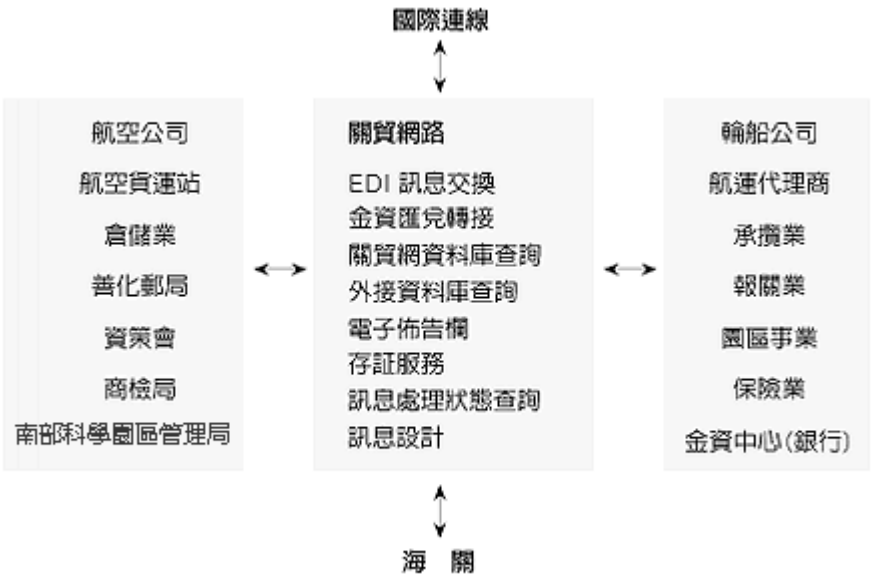
(一)「主艙單」各欄位之填報

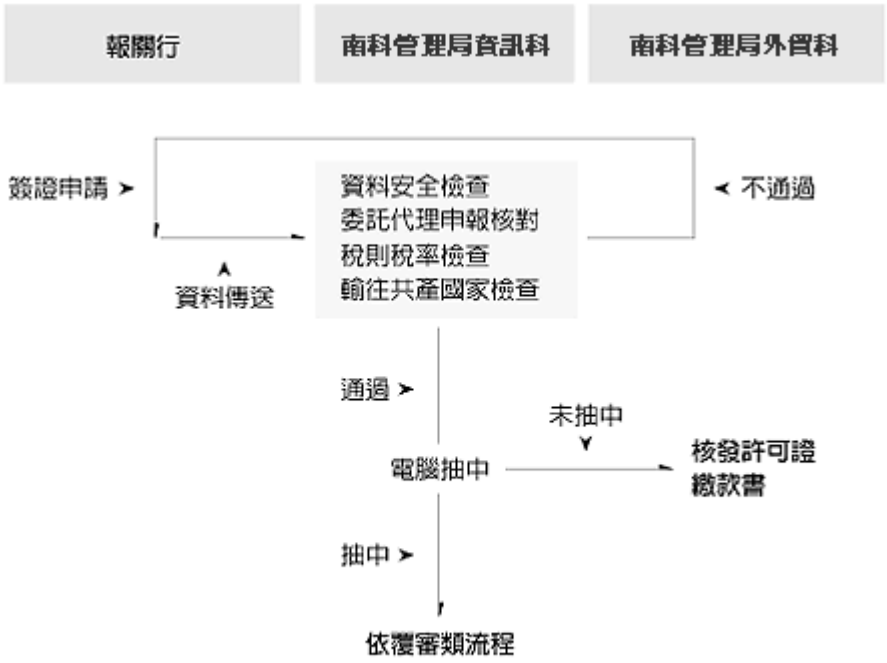
項次	欄　位　名　稱	填　　報　　說　　明
1.	艙單種類	於進口、出口或轉口之□內註記。
2.	頁次	應於各頁填列共幾頁第幾頁。
3.	航空公司代碼	填入航空公司之代碼，請參閱通關作業及統計代碼。
4.	航機國籍及註冊號碼	填入該飛機國籍之代碼，及登記註冊號碼。
5.	航機班次	填入航機班次。
6.	日期	填入該飛機起飛日期，按年、月、日序填列，如：96/02/28。
7.	裝貨地點	填入裝貨機場代碼。
8.	到達地點	填入貨物運往機場之代碼。
9.	提單號碼	填報主提單號碼。如分批載運，得於託運單號碼後加印 P 表示。
10.	卸存貨棧代號	填報卸存貨棧代碼，如此張艙單皆卸存同一貨棧，可於填完所有主提單號碼後，空一行或印一行虛線再填列貨棧代碼。
11.	貨物件數及單位	應依提單所載填列總件數，如以 CTN 爲單位得免填列。如分批載運，應註明此次載運件數及總件數（例如：2/5）。
12.	毛重及重量單位	應依託運單所載填列毛重及重量單位，如以 KGM 爲單位得免填列。如分批載運，應註明此次載運毛重及總毛重（例如：12.5/20.0）。
13.	貨物名稱	填列主託運單之一般性貨物名稱。
14.	備註	凡有加註說明，不適宜填列在其他欄位者，在本欄加註，例如：危險

		品、冷藏品、運費支付情形。亦可供航空公司內部使用。
15.	總數列印	將總件數及總毛重列印於艙單末頁。
16.	機長或運送人或代理人簽章	應由機長或航空公司或其代理人簽章。

(二)「分艙單」各欄位之填報

項次	欄位名稱	填報說明
1.	艙單種類	於進口、出口或轉口之□內註記。
2.	頁次	應於各頁填列共幾頁第幾頁。
3.	航空公司代碼	填入航空公司之代碼，請參閱通關作業及統計代碼，得不填列。
4.	航機國籍及註冊號碼	填入該飛機國籍之代碼，及登記註冊號碼，得不填列。
5.	航機班次	填入航機班次。
6.	裝貨地點	填入裝貨機場代碼。
7.	到達地點	填入貨物運往機場之代碼。
8.	日期	填入該飛機起飛日期，按年、月、日序填列，如：96/02/28。
9.	國內承攬業者	填入本國承攬業者名稱。
10.	國外承攬業者	填入往來之承攬業者名稱，可免填。
11.	提單種類	「M」──係指主提單。 「H」──係指分提單。 「S」──係指併中併分提單。
12.	提單號碼、卸存貨棧代碼	上行填報託運單號碼，下行填報卸存貨棧代碼，如此張艙單皆卸存同一貨棧，可於填完所有主／分提單號碼後，空一行或印一行虛線再填列貨棧代碼。
13.	貨物件數及單位	應依託運單所載填列總件數，單位應依通關作業及統計代碼填列。
14.	毛重及重量單位	應依託運單所載填列毛重及重量單位，如以 KGM 爲單位得免填列。
15.	分提單筆數、裝運地點	(1) 如爲主提單，則填列分提單總筆數，如無分提單應填 NIL。 (2) 如爲分提單，則填列貨物之起始裝貨機場代碼。
16.	貨物名稱	填列主託運單或分託運單之一般性貨物名稱。
17.	託運人姓名／住址	填列託運人之名稱及地址，可免填報。
18.	收貨人姓名／住址	填列收貨人之名稱及地址，可免填報。
19.	總數列印	以一主號爲單位，列印該主號下所有分艙單之總件數及總毛重。


國際連線
航空公司
航空貨運站
倉儲業
善化郵局
資策會
商檢局
南部科學園區管理局
關貿網路
EDI 訊息交換
金資匯兌轉接
關貿網資料庫查詢
外接資料庫查詢
電子佈告欄
存証服務
訊息處理狀態查詢
訊息設計
輪船公司
航運代理商
承攬業
報關業
園區事業
保險業
金資中心(銀行)
海　關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南科管理局外貿科
簽證申請
資料安全檢查
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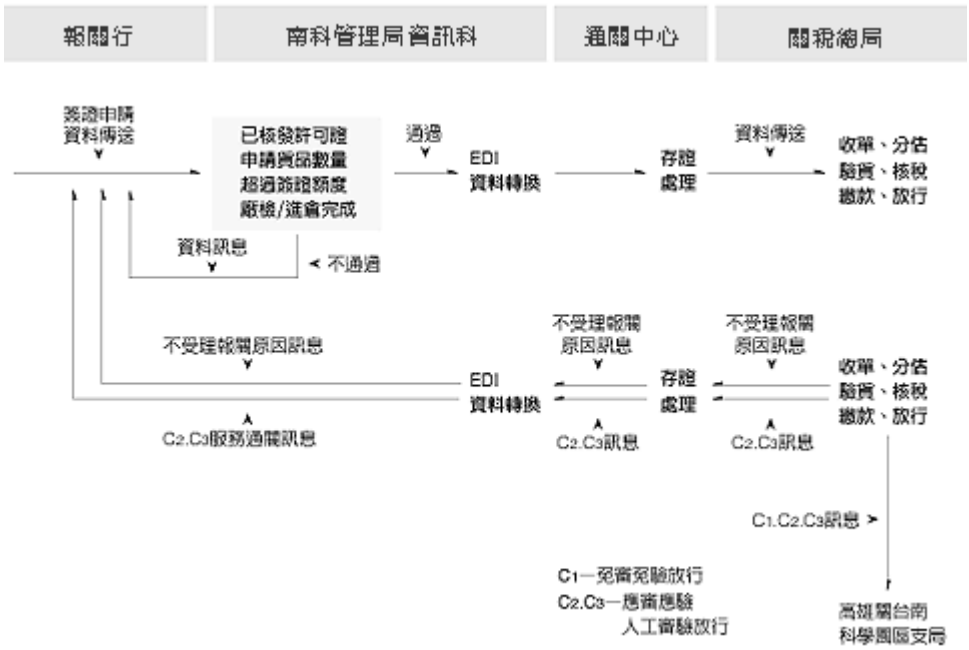
稅則稅率檢查
輸往共產國家檢查
不通過
資料傳送
通過
未抽中
電腦抽中
核發許可證
繳款書
抽中
依覆審類流程


報關行
南科管理局資訊科
通關中心
關稅總局
簽證申請
資料傳送
已核發許可證
申請貨品數量
超過簽證額度
驗核/進倉完成
通過
EDI
資料轉換
存證
處理
資料傳送
收單、分估
驗貨、核稅
繳款、放行
資料訊息
不通過
不受理報關原因訊息
EDI
資料轉換
不受理報關
原因訊息
存證
處理
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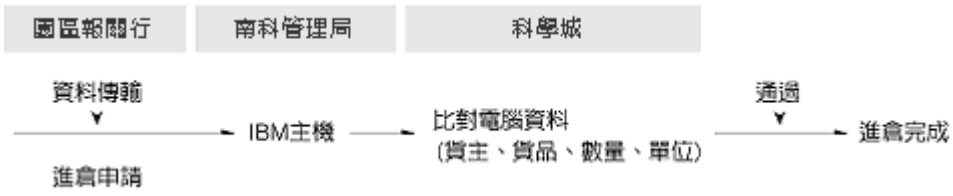
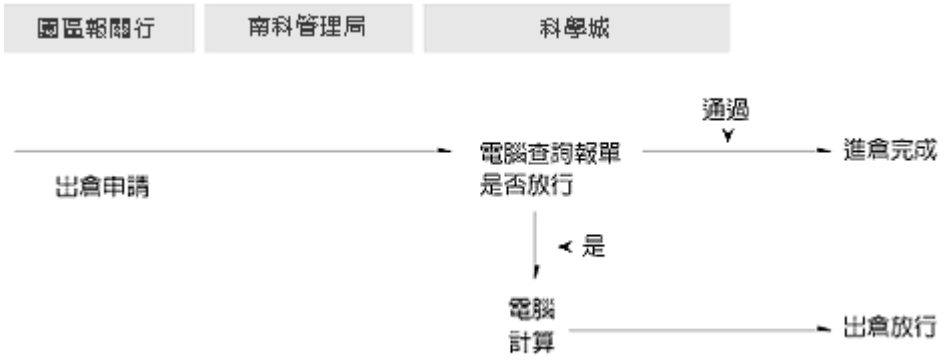
C2.C3訊息
C1.C2.C3訊息
C1—免審免驗放行
C2.C3—應審應驗
人工審驗放行
高雄關台南
科學園區支局


園區報關行
南科管理局
科學城
資料傳輸
進倉申請
IBM主機
比對電腦資料
(貨主、貨品、數量、單位)
通過
進倉完成


園區報關行
南科管理局
科學城
出倉申請
電腦查詢報單
是否放行
通過
進倉完成
是
電腦
計算
出倉放行