

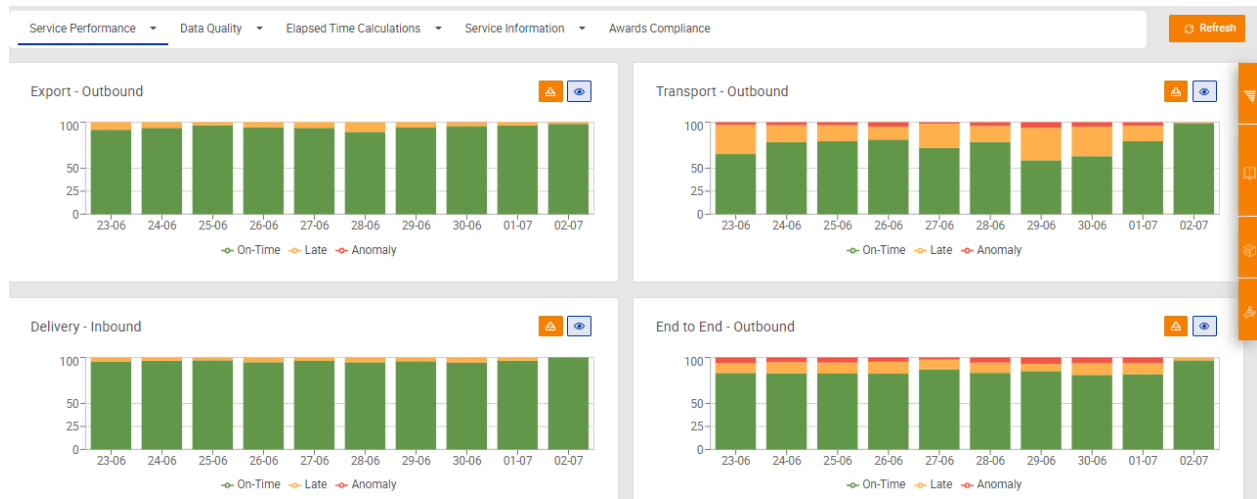
Annex 3

Indicators currently calculated in the EMS SMART in dashboards and cockpits

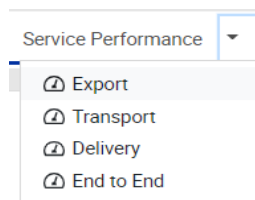
There are four cockpits in EMS SMART that display groups of several indicators on the same screen with performance shown for the past 10 days, as well as 14 thematic dashboards with 321 calculated indicators. The drill down levels and the flat file content are described in the detailed description of the reports, which will be available to the chosen contractor.

1. Service performance cockpit

The cockpit groups together the following graphs for the past 10 days: export – outbound, delivery – inbound, transport – outbound, end-to-end – outbound.



There are four dashboards included: export, transport, delivery, and end-to-end.



The Export performance dashboard includes 11 indicators for inbound and 11 indicators for outbound performance for a total of 22). These are on-time, one-day late, two-days late, three days late, more than three days late, no EMA, out of sequence, no outward OE code in EMC, no collection point, no standard for Export OE, and incorrect collection point.

Here is the example of the monthly view of such a dashboard.

| Service Performance | | | | | | | | | | | | | | |
|-----------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Data Quality | | | | | | | | | | | | | | |
| Elapsed Time Calculations | | | | | | | | | | | | | | |
| Service Information | | | | | | | | | | | | | | |
| Awards Compliance | | | | | | | | | | | | | | |
| Inbound Outbound % # Monthly view | | | | | | | | | | | | | | |
| Indicator | 05-2020 | 06-2020 | 07-2020 | 08-2020 | 09-2020 | 10-2020 | 11-2020 | 12-2020 | 01-2021 | 02-2021 | 03-2021 | 04-2021 | 05-2021 | 06-2021 |
| On-time | 66.5% | 63.1% | 91.2% | 89.7% | 91.7% | 93.5% | 97.1% | 95.4% | 98.8% | 97.6% | 97.9% | 97.4% | 95.8% | |
| 1 day late | 2.9% | 2.5% | 1.8% | 2.5% | 1.5% | 1.4% | 1.1% | 2.5% | 0.6% | 1.1% | 0.9% | 0.7% | 1.7% | |
| 2 days late | 1.6% | 1.9% | 1.3% | 1.8% | 1.3% | 1.0% | 0.5% | 1.0% | 0.2% | 0.7% | 0.4% | 0.4% | 1.0% | |
| 3 days late | 1.2% | 1.6% | 1.1% | 1.2% | 0.9% | 0.6% | 0.3% | 0.4% | 0.1% | 0.4% | 0.2% | 0.3% | 0.4% | |
| More than 3 days late | 27.5% | 30.4% | 4.4% | 4.5% | 3.2% | 3.0% | 1.0% | 0.5% | 0.1% | 0.1% | 0.5% | 1.1% | 0.8% | |
| No EMA | 0.0% | 0.1% | 0.0% | 0.0% | 1.3% | 0.5% | 0.0% | 0.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.3% | |
| Out of sequence | 0.2% | 0.4% | 0.3% | 0.2% | 0.2% | 0.1% | 0.0% | 0.0% | 0.2% | 0.0% | 0.1% | 0.1% | 0.1% | |
| No outward OE code in EMC | | | | | | | | | | | | | | |
| No collection point | | | | | | | | | | | | | | |
| No standard for Export OE | | | | | | | | | 0.0% | | | | | |
| Incorrect collection point | | | | | | | | | | | | | | |

The **transport performance dashboard** includes 12 indicators for outbound performance, and 12 for inbound performance, for a total of 24 indicators. These are on-time, one-day late, two-days late, three days late, four days late, more than four days late, no EMC, no outward OE code in EMC, no outward OE code in EMD, out of sequence (EMD before EMC), no origin transport standard (from EMC), and no destination transport standard (from EMD).

Here is the example of the last 45 days view of such a dashboard.

| Service Performance | | | | | | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Data Quality | | | | | | | | | | | | | |
| Elapsed Time Calculations | | | | | | | | | | | | | |
| Service Information | | | | | | | | | | | | | |
| Awards Compliance | | | | | | | | | | | | | |
| Inbound Outbound % # Daily view (45 days) | | | | | | | | | | | | | |
| Indicator | 19-05 | 20-05 | 21-05 | 22-05 | 23-05 | 24-05 | 25-05 | 26-05 | 27-05 | 28-05 | 29-05 | 30-05 | 31-05 |
| On-time | 54.2% | 71.0% | 80.5% | 79.9% | 75.4% | 70.8% | 55.7% | 57.9% | 86.4% | 80.5% | 77.7% | 73.8% | 71.3% |
| 1 day late | 13.4% | 8.6% | 7.6% | 9.1% | 11.6% | 11.2% | 17.2% | 22.9% | 1.1% | 6.8% | 8.8% | 14.0% | 12.6% |
| 2 days late | 11.7% | 6.1% | 0.4% | 2.3% | 4.1% | 6.8% | 9.0% | 5.0% | 3.7% | 0.5% | 4.1% | 2.0% | 4.2% |
| 3 days late | 4.3% | 3.7% | 0.5% | 1.1% | 1.8% | 1.6% | 5.2% | 4.4% | 1.4% | 2.0% | 2.8% | 2.5% | 2.6% |
| 4 days late | 2.5% | 1.5% | 1.4% | 0.9% | 0.8% | 1.3% | 1.0% | 1.7% | 1.3% | 2.4% | 1.5% | 0.6% | 0.8% |
| More than 4 days late | 9.9% | 5.0% | 7.6% | 3.2% | 4.0% | 4.3% | 6.9% | 5.9% | 2.5% | 4.3% | 1.9% | 4.2% | 4.5% |
| No EMC | 0.2% | 0.4% | 0.2% | 0.2% | 0.1% | 0.3% | 0.1% | 0.3% | 0.2% | 0.2% | 0.2% | 1.1% | 0.9% |
| No outward OE code in EMC | | | | | | | | | | | | | |
| No inward OE code in EMD | | | | | | | | | | | | | |
| Out of sequence | | | | 0.0% | | 0.2% | | | | | | | 0.2% |
| No origin transport standard | | | | | | | | | | | | | |
| No destination transport standard | 3.7% | 3.8% | 1.8% | 3.3% | 2.1% | 3.4% | 4.9% | 1.9% | 3.3% | 3.3% | 3.0% | 1.8% | 3.0% |

The **Delivery performance dashboard** includes 10 indicators for inbound performance and 10 for outbound performance, for a total of 20 indicators. These are on-time, one-day late, two days late, three days late, more than three days late, no EMD, no OE code, no delivery zone indicator, out of sequence, and no standard.

Here is the example of the day of week view of such a dashboard.

| Service Performance | | | | | | | |
|---|--------|---------|-----------|----------|--------|----------|--------|
| Data Quality | | | | | | | |
| Elapsed Time Calculations | | | | | | | |
| Service Information | | | | | | | |
| Awards Compliance | | | | | | | |
| Inbound Outbound % # Day of week view (6 weeks) | | | | | | | |
| Indicator | Monday | Tuesday | Wednes... | Thursday | Friday | Saturday | Sunday |
| On-time | 93.5% | 94.1% | 94.6% | 95.8% | 96.0% | 95.1% | 95.9% |
| 1 day late | 5.2% | 4.6% | 4.2% | 3.3% | 3.3% | 3.9% | 3.7% |
| 2 days late | 0.9% | 0.5% | 0.4% | 0.3% | 0.2% | 0.2% | 0.2% |
| 3 days late | 0.1% | 0.2% | 0.2% | 0.1% | 0.1% | 0.1% | 0.0% |
| More than 3 days late | 0.1% | 0.5% | 0.4% | 0.4% | 0.2% | 0.2% | 0.1% |
| No EMD | 0.0% | 0.0% | 0.0% | 0.0% | 0.2% | 0.5% | 0.0% |
| No OE code | | | | | | | |
| No delivery zone indicator | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% |
| Out of sequence | | | | | | | |
| No standard | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

The **End-to-end** (against validated standards) dashboard includes 28 calculations for inbound and 28 for outbound, for a total of total 56 indicators.

For end-to-end, these are on-time end-to-end, late 1 day end-to-end, late 2 days end-to-end, late 3 days end-to-end, more than 3 days late end-to-end, on-time leg 1, late leg 1, on-time leg 2, late leg 2, on-time leg 3, late leg 3, total anomalies end-to-end, and total items delivered.

For leg 1 anomalies, these are no EMA, no collection point, out of sequence (EMC before EMA), no outward OE code in EMC, incorrect collection point, and no standard for export OE (incorrect outward OE code).

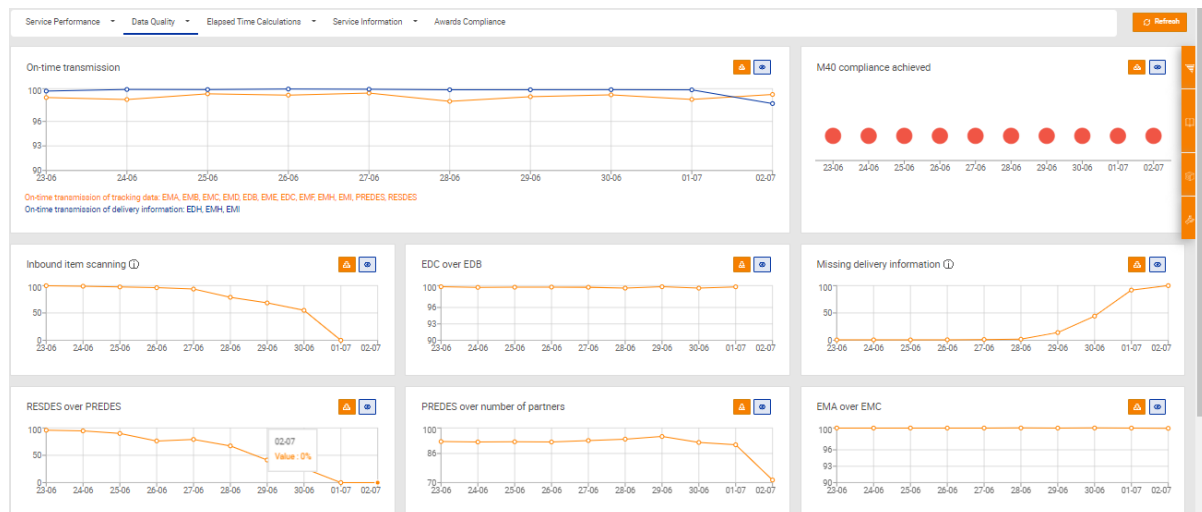
For leg 2 anomalies, these are no EMC, no outward OE code in EMD, out of sequence (EMC before EMD), no origin transport standard in EMC, and no destination transport standard from EMD.

For leg 3 anomalies, these are no delivery zone indicator, out of sequence (delivery before EMD), no delivery standard, and no EMD.

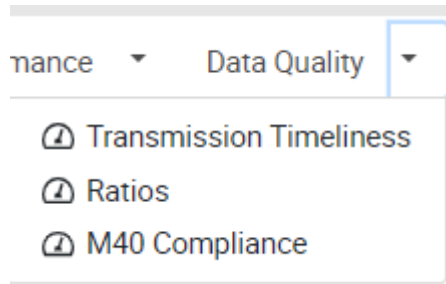
| Indicator | 19-05 | 20-05 | 21-05 | 22-05 | 23-05 | 24-05 | 25-05 | 26-05 | 27-05 | 28-05 | 29-05 | 30-05 | 31-05 | 01-06 | 02-06 | 03-06 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| End-to-end | | | | | | | | | | | | | | | | |
| On-time end-to-end | 79.3% | 80.0% | 84.4% | 85.3% | 91.3% | 87.1% | 85.1% | 81.8% | 84.2% | 87.0% | 88.2% | 92.7% | 85.0% | 88.6% | 82.4% | 80.4% |
| Late 1 day end-to-end | 4.4% | 3.0% | 3.2% | 2.2% | 1.8% | 2.2% | 3.0% | 3.5% | 2.6% | 2.1% | 2.3% | 0.8% | 1.7% | 2.4% | 3.4% | 3.6% |
| Late 2 days end-to-end | 2.3% | 2.6% | 1.9% | 2.8% | 1.5% | 1.7% | 2.3% | 2.3% | 1.6% | 1.7% | 0.7% | 1.5% | 1.5% | 1.7% | 1.7% | 2.2% |
| Late 3 days end-to-end | 1.1% | 1.2% | 1.0% | 2.2% | 1.0% | 1.5% | 1.3% | 1.2% | 1.0% | 0.9% | 1.1% | 0.6% | 1.2% | 0.9% | 0.9% | 1.2% |
| More than 3 days late end-to-end | 5.9% | 8.5% | 5.9% | 4.6% | 1.6% | 4.9% | 5.5% | 5.6% | 7.2% | 4.8% | 3.4% | 1.9% | 4.7% | 3.3% | 5.6% | 5.0% |
| On-time leg 1 | | | | | | | | | | | | | | | | |
| On-time leg 1 | 94.0% | 95.0% | 95.1% | 98.2% | 96.2% | 96.2% | 96.6% | 95.0% | 96.3% | 97.3% | 98.4% | 98.7% | 96.5% | 97.3% | 95.5% | 92.9% |
| Late leg 1 | 5.1% | 4.3% | 4.3% | 1.5% | 3.4% | 3.2% | 2.8% | 4.3% | 3.1% | 2.2% | 1.0% | 0.6% | 1.8% | 1.3% | 2.1% | 4.0% |
| On-time leg 2 | | | | | | | | | | | | | | | | |
| On-time leg 2 | 61.2% | 59.7% | 70.0% | 75.5% | 79.3% | 74.6% | 70.8% | 68.3% | 63.9% | 76.8% | 79.4% | 82.1% | 72.1% | 72.2% | 68.8% | 70.2% |
| Late leg 2 | 31.6% | 37.0% | 26.2% | 21.9% | 18.1% | 23.1% | 27.1% | 27.8% | 33.0% | 20.9% | 17.5% | 13.8% | 23.7% | 24.9% | 25.6% | 22.6% |
| On-time leg 3 | | | | | | | | | | | | | | | | |
| On-time leg 3 | 80.6% | 87.6% | 86.7% | 89.3% | 92.1% | 89.5% | 88.8% | 84.3% | 88.4% | 86.1% | 87.2% | 88.0% | 87.2% | 88.7% | 80.7% | 80.9% |
| Late leg 3 | 13.0% | 8.6% | 9.3% | 7.7% | 5.1% | 7.4% | 8.4% | 10.0% | 8.1% | 10.0% | 9.6% | 7.9% | 6.8% | 8.1% | 13.3% | 11.6% |
| Total anomalies end-to-end | 7.4% | 3.8% | 4.1% | 2.9% | 2.6% | 3.1% | 2.8% | 5.7% | 3.9% | 3.0% | 3.2% | 3.2% | 5.9% | 3.3% | 6.0% | 7.6% |
| Total items delivered | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| LEG 1 anomalies | | | | | | | | | | | | | | | | |
| No EMA | 0.1% | 0.4% | 0.2% | 0.1% | 0.2% | 0.4% | 0.2% | 0.2% | 0.3% | 0.3% | 0.3% | 0.5% | 1.4% | 1.2% | 1.7% | 1.3% |
| No collection point | | | | | | | | | | | | | | | | |
| Out of sequence (EMC before EMA) | 0.0% | 0.0% | 0.1% | 0.0% | | 0.0% | 0.0% | 0.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.1% | 0.0% |
| No outward OE code in EMC | | | | | | | | | | | | | | | | |
| Incorrect collection point | | | | | | | | | | | | | | | | |
| No standard for export OE (incorrect outward OE) | | | | | | | | | | | | | | | | |
| LEG 2 anomalies | | | | | | | | | | | | | | | | |
| No EMC | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.0% | 0.1% | 0.0% | 0.1% | 0.1% | 0.1% | 0.3% | 0.4% |
| No inward OE code in EMD | | | | | | | | | | | | | | | | |
| Out of sequence (EMC before EMD) | 0.2% | 0.0% | 0.0% | | | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | | | | 0.0% | 0.1% | 1.2% |
| No origin transport standard in EMC | | | | | | | | | | | | | | | | |
| No destination transport standard from EMD | 6.3% | 2.7% | 3.2% | 2.5% | 2.2% | 1.8% | 1.8% | 3.2% | 2.5% | 1.7% | 2.5% | 2.3% | 2.6% | 1.5% | 3.3% | 4.1% |
| LEG 3 anomalies | | | | | | | | | | | | | | | | |
| No delivery zone indicator | 0.0% | | | | | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Out of sequence (delivery before EMD) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No delivery standard | 0.2% | 0.5% | 0.3% | 0.3% | 0.1% | 0.8% | 0.4% | 1.8% | 0.4% | 0.8% | 0.2% | 0.2% | 1.7% | 0.4% | 0.3% | 0.4% |
| No EMD | 0.6% | 0.1% | 0.2% | 0.1% | 0.1% | 0.1% | 0.1% | 0.2% | 0.1% | 0.2% | 0.2% | 0.0% | 0.1% | 0.1% | 0.2% | 0.1% |

2. Data quality cockpit

The cockpit groups together the following graphs for the past 10 days: on-time transmission, provision of delivery information, REDES over PREDES, REDES over number of partners, and EMA over EMC. There is also a list with links to each of the indicators listed in the three dashboards below but not included in the graphs below.



There are three dashboards under this menu: transmission timeliness, ratios and M40 compliance.



The Transmission timeliness dashboard includes 30 indicators, which are tracking data (a set of data), EMA, EMB, EXA, EXB, EXC, EXD, EXX, EMC, EMJ, EMK, EMD, EDA, EDB, EME, EDC, EMF, EDD, EDE, EMG, EDF, EDG, EDH, EDX, EMH, EMI, PREDES, RESEDES, delivery events, and full track and trace.

The Ratios dashboard includes 26 indicators measured for the own scanning and four for the scanning of the partners, for a total of 30. These are EMA over EMB, EMA over EMC, EMB over EMA, EMB over EMC, EMC over EMA, EMC over EMD, EMD over EDH/EMH/EMI, Provision of delivery information, EMF over EMD, EDA over EMD, EDB over EMD, EDC over EDB, EDF over EMD, EDX over EMD, EXX over EMA, RESCON over PRECON, RESEDES over PREDES, PREDES over number of partners, inbound item scanning, missing delivery information, PREDES –number of links, RESCON – number of links, RESEDES- number of links, PRECON – number of links, CARDIT sent, and RESDIT received.

The M40 compliance dashboard includes eight indicators which are existing V3 links, population of the data elements, reason codes (EXD, EXX, EDA, EDF, EDX), reason codes (EMH), action codes (EXD, EDA, EDF, EDX), Action codes (EMH), customs retention codes (EXB, EME), and compliance achieved.

3. Elapsed time calculations group of dashboards

There is no cockpit for this group. It includes two dashboards and one elapsed time calculator.

The end-to-end elapsed time dashboard include 17 inbound and 17 outbound indicators, for a total of 34 indicators. These are J+1, J+2, J+3, J+4, J+5, J+6, J+7, J+8, J+9, J+10, J+15, J+20, J+25, > J+25, no EMA, out of sequence, and average elapsed days.

The end-to-end elapsed time Zone 1 to Zone 1 dashboard include 17 inbound and 17 outbound indicators, for a total of 34 indicators. These are Volume Z1 to Z1, J+1, J+2, J+3, J+4, J+5, J+6, J+7, J+8, J+9, J+10, J+15, J+20, J+25, > J+25, out of sequence, and average elapsed days.

The elapsed time calculator is a tool with a complex set of rules that are available in a separate document for the chosen contractor.

Elapsed Time Calculator

CZ

Service Performance ▾ Data Quality ▾ **Elapsed Time Calculations ▾** Service Information ▾ Awards Compliance

Configuration

Events ⓘ Calculation ⓘ as Origin as Destination

Partners ⓘ
Leave blank to select all operators

Period ⓘ Month Yes No

Last 1 days

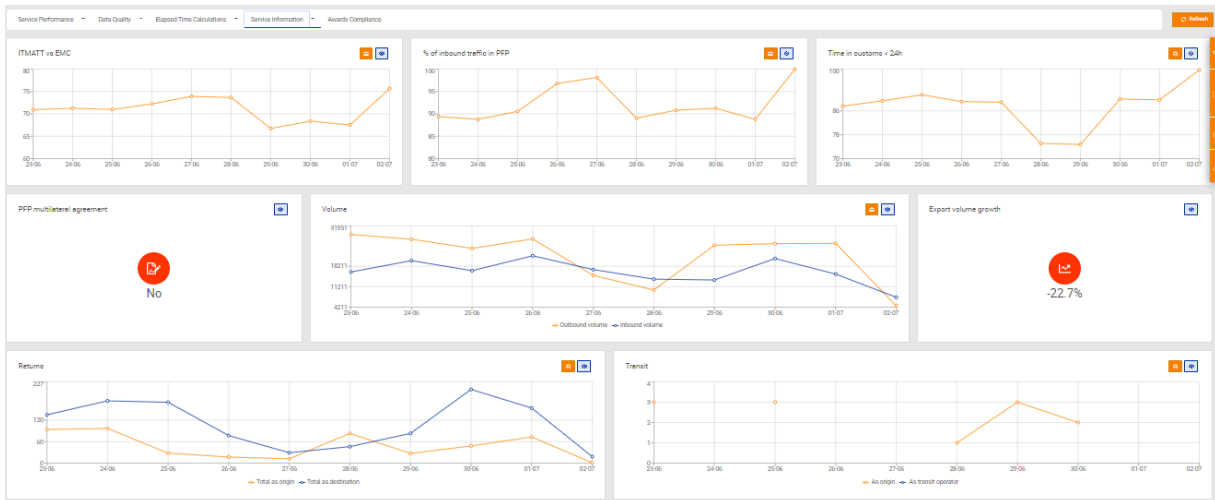
When your report is ready you will receive an email and the report will appear at the top of the list below. The page is self-refreshing, please do not click on generate multiple times.

Reports

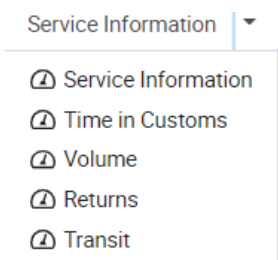
| Operator ↑↓ | Name ↑↓ | Size ▾ ↑↓ |
|-------------|---------|-----------|
|-------------|---------|-----------|

4. Service information cockpit

The cockpit groups together the following graphs for the past 10 days: ITMATT vs EMC, %of inbound traffic in PFP, time in customs <24h, PFP multilateral agreement, volume, export volume growth, and returns and transit.



This section includes five dashboards, which are service information, time in customs, volume, returns, and transit.



The **service information** dashboard includes five measurements in the daily view and six more in a monthly view for a total of 11. These are inbound Pfp traffic, outbound Pfp traffic, ITMATT over EMC, ITMATT over EMD, ITMATT send and receive, Export volume growth, validation leg 1, validation leg 2, validation leg 3, Pfp multilateral agreement, and participation in the Pfp Plan.

The time in customs dashboard includes 10 indicators for inbound and 10 for the outbound performance, for a total of 20 indicators. These are <6h, 6h-12h, 12h-24h, 24h-48h, 48h-72h, >72h, average (in hrs), time in customs<24h, out of sequence, and no EDB.

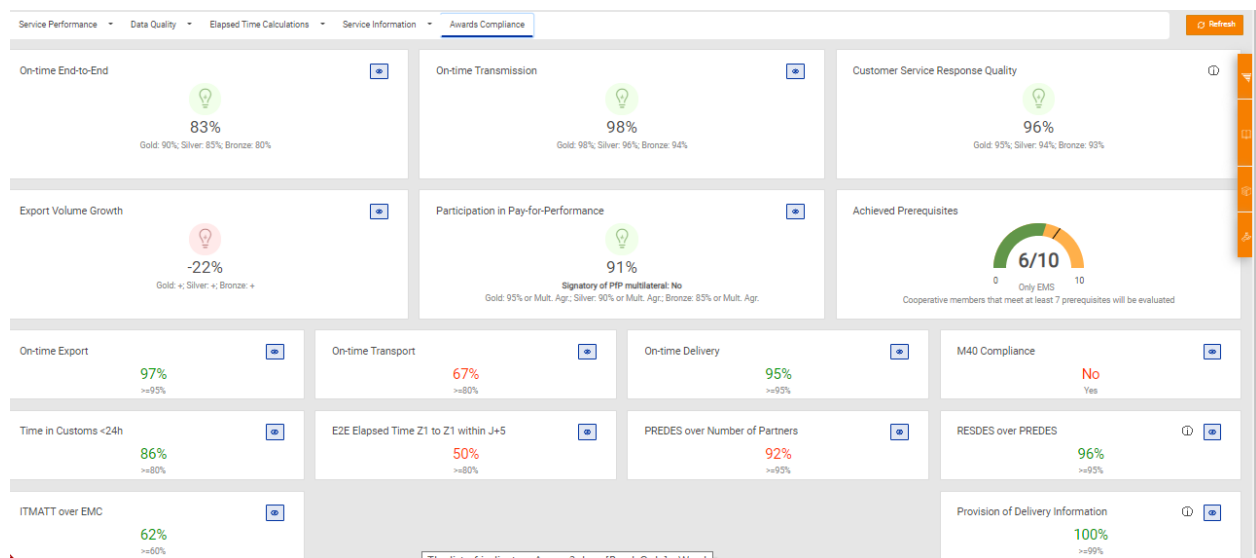
The volume dashboard includes five types of volume calculations for inbound and five for outbound volumes, for a total of 10 indicators. These are by zone, by OE, by partner, between zones, and between OEs.

The returns dashboard includes four indicator for operators as origin and four as destination, for a total of eight indicators. These are total, valid, invalid reason code, and with EMI.

The transit dashboard calculates forwarded items as transit and as origin, for a total of two indicators.

5. Awards compliance cockpit

This cockpit does not include any new measurements, as it brings together indicators existing in several dashboards.



However, unlike the other dashboards, it calculates the result year-to-date and it also shows one additional indicator, customer service response quality, that is uploaded to the system, previously calculated in another system.

The 16 indicators calculated are on-time end-to-end, on-time transmission, customer service response quality, export volume growth, participation in Pay-for-Performance, achieved prerequisites, on-time export, on-time transport, on-time delivery, M40 compliance, time in customs<24h, E2E elapsed time Z1 to Z1 within J+5, PREDES over number of partners, RESDES over PREDES, ITMATT over EMC, and provision of delivery information.