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Reference Date: December 31, 2016



2016 Industry and Services Census
Transportation and Storage Industry
Survey Form A



1. This survey is conducted according to the regulation prescribed in Article 20 of the Statistics Act...
2. The information provided in this form shall be used for the applications of establishing overall industrial development plan and administrative decisions etc.

Organized by DGBAS

Name of Enterprise (Please enter full name) Person-in charge Contact Name Person completing the form Facsimile ( )
Tel. ( ) Tel. ( ) E-mail

(If the person completing the form is identical to the contact Person, the name and telephone can be omitted)

Actual Business Address County, Township, City, Vil., Rd., St., Sec., Lane, Alley, No. — F., Rm.

- (1) This form is applicable to business operators of using transportation tools to provide marine, land, air passenger cargo transportation and transpiration aids thereof...
(2) The investigation subject of this form is based on "Company Unit", if there is any branch unit, the number entered in this form shall include the information of the headquarter management unit and all of its branch units...
(3) For unit level of 8, in addition to the completion of the information of your company, your company shall also complete a census form for headquarter management unit (unit level of 3) based on the unit of location, and a general status form for the headquarter management unit and its branch units...
(4) The content of this form includes the business records of the departments of financial, accounting, human resource, warehouse and general affairs of your company...
(5) The term of "full-year" in the form refers to the period of January 1 to December 31 of 2016. The term of "end of year" refers to the date of December 31, 2016...
(6) Historical industrial and service business census result website: http://www.dgbas.gov.tw -> government census -> statistics section of DGBAS -> industrial and service business census

Table with 4 columns: Census No., Township (town, city, district), Village (li), Serial No., Determination No.

Table with 4 columns: Form Code, Unit level, Unified Business No. of Profit-Seeking Business and Withholding Unit, Business category code (Primary, Secondary).

[the above fields shall be completed by the enumerator]

※ Before filling in the form, please refer to the "Frequently Asked Questions for Form Completion" on page 4 first.

[00] Organization type: [Please select one item]

▲ Other organization: refers to other legal entity organization, such as the companies of credit, production, consumer cooperative unit, farmer and fishermen's association, legal foundation etc.

Table for Organization type with columns: Private (1. Company, 2. Individual Ownership or Partnership, 3. Others) and Public (4. Company, 5. Non-company & Others).

[01] Actual business commencement date: Year Month

▲ For those with business commencement date before 1912, please enter January 1, 1912.

[02] Business operation items in 2016:

- 1. Primary: (Please describe the main business operation content, For example: public intercity bus, other intercity bus, freight forwarder, marine transportation, air freight, custom declaration service, shipping agency, land freight forwarder, marine freight forwarder, air freight forwarder, parking lot management, container and cargo terminal operator, warehouse operation, express delivery service etc.)
2. Secondary: (Please enter items for the main category of business only, and such items entered shall be the ones with greater production, sales, service values)

[03-1] Persons engaged and Salaries in 2016:

▲ [Persons engaged]: refer the employees receiving salaries at the end of year and currently employed, including workers assigned by manpower staffing agency, foreign workers and workers under cooperative education program as well as Own-account workers and unpaid family workers. Excluding the use of manpower employed by other company and works in your company, or the personnel of directors, supervisors, council members and consultants only receiving remunerations but not actually participating in business operation and employees stationed at overseas office for long term.

- (1) Employees: refer to the personnel of regularly employed, temporary and hourly workers as well as proprietor receiving salaries and family relative workers.
(2) Supervisors/ technicians: include supervisors and supervision personnel, professional personnel and technicians (such as drivers and pilots of aircrafts or ships, electromechanical, chief engineer, mechanical, aviation, industrial safety etc. engineers and other professional personnel).
(3) Non-supervisors/ non-technicians: including business supporting personnel, service and sales personnel, assistant professionals, appliance crew (vehicle, ship) onboard staff (including conductor, flight attendants), warehouse personnel, railway and passenger bus drivers, technicians, operators and assembly personnel. (For fleet drivers, please enter information in the remarks field)
(4) Own-account workers and unpaid family workers: refer to proprietors without permanent salaries and family relative workers participating at work for an average of above 15 hours per week in December 2017 without receiving salary payment.
(5) Employees stationed at overseas offices for long time: refer to the employees with the working period of time accumulated to exceed more than half a year or expected to exceed more than half a year at the overseas offices of your company by the end of the year, including branch company, office, subsidiary company and affiliate company.

▲ [Payrolls, year-round of 2016]:

- (1) Referring to the Payrolls, year-round of 2016 total of the domestic workers, including the base salary, overtime payment, subsidy, all types of bonuses and employee remunerations etc., and also including the salaries paid by the end of year to employees already resigned. However, it shall not include the labor health insurance expense, welfare subsidy, retirement fund, pension, severance pay etc. covered by the employer; please do not include the salaries paid to workers stationed at overseas offices for long term.
(2) The Payrolls, year-round of 2016 of Own-account workers and unpaid family workers include the cash and object depreciation value used by the proprietor and its relatives in your company.

Table for Persons engaged and Salaries in 2016 with columns: Item(s), Number of persons engaged, end of 2016. (people), Payrolls, year-round of 2016 (dollars). Rows include Supervisors/ technicians, Non-supervisors/ non-technicians, Own-account workers and unpaid family workers, and Total.

[03-3] Business labor assignment status at end of year of 2016:

During the entire year, has your company signed labor contractors for providing contracted workers to other companies such that the contract workers receive works assigned by the company and are supervised by the company, for which your company collect a service fee? (Manpower not stationed in the subsidiary company)

- 1. During January to December, a maximum number of people and a minimum number of people are assigned to other companies per month, and during the month with such assignments, typically, of people are assigned; the full-year income for the assignment service is dollars;
2. None

[04-1] Actual asset utilization status at end of year of 2016:

- ▲ For those with accounts, please enter the values according to the balance sheet of "surplus before allocation" at the end of 2016; if there is accumulated depreciation (consumption) of the assets, allowance evaluation items (such as accumulated loss, accumulated fair value variations, allowance for uncollectible accounts, allowance for reduction of inventory loss etc.), please enter the amount after the deduction (i.e. the net value).
▲ For the self-owned fixed assets (including investment property (rent, lend, idle etc.) and the part pending for sale), without accounts, please calculate the net value by subtracting the consumed usages from the market price at the end of 2016 (i.e. the price amount to be paid for purchasing the same type of asset at the present time), and please enter the estimation respectively (if the market estimation cannot be obtained, the estimation can be obtained from the current taxation listed on the house tax, and the announced land current value for the land for estimation respectively).
▲ For assets of overseas branch unit, please enter such assets in the "Overseas" item of "Long term investment"; for assets of domestic branch units in agriculture, forestry, fishery and husbandry etc., please enter such assets in the "Domestic" item of "Long term investment".

Table for Actual asset utilization status at end of year of 2016 with columns: Item(s), Amount (dollars). Rows include Current asset (Inventory and material stock, Liquidity foreign financial products, Cash and other current assets), Fixed asset (Land, Net value of House and building, Net value of Transportation equipment, Machinery and miscellaneous equipment net value, Construction in progress and prepayments for equipment), Investment Property, Long term investment (Domestic, Overseas), Net value of intangible asset (Patent rights and trademark, Computer software, Others), Other assets, Total asset (net value), and Rented or borrowed fixed asset.

[04-2] Full-year self-owned fixed assets change in 2016:

Increased dollars, discarded dollars and sold dollars.

- ▲ Excluding re-classification part, and also excluding the increased fixed asset due to merger, fixed asset domination and increased/decreased value after re-evaluation, and the self-owned fixed asset change of overseas branch unit and branch unit in the business of agriculture, forestry, fishery and husbandry.
▲ Please enter information according to the original sum total of the "increased", "discarded" and "sold" parts of the full-year self-owned fixed asset. Please do not enter the amount after deduction for these three items.
▲ For the "increased" part, please calculate based on the cost of purchase, including the import tax and storage as well as transportation fees, including construction, purchase, expansion, improvement and major repair; for the "discarded" part, please enter according to the remaining value of the account; for the "sold" part, please enter according to the sale price.

(Please continue on page 2)

(including the investment property and fixed asset pending for sale)

**【04-3】 Inventory and material stock at the beginning of year of 2016 is \_\_\_\_\_ dollars.**

▲ Please enter estimation according to the original cost of acquisition based on actual stocktaking, and please do not deduct the allowance evaluation loss.

**【05】 Full-year income in 2016:**

▲ Please enter according to the accrual basis of accounting, and it shall include the payable accounts not yet paid, but excluding advance payments.  
 ▲ After the income and expense balance calculation of overseas branch units and branch units in agriculture, forestry, fishery and husbandry etc., if the result is a surplus, please enter in the item of "Investment gain and earnings of selling assets".  
 ▲ For the income of collections and payments of transfers of transportation supporting business, please indicate the net value (i.e. deducting the expense for collections and payments of transfers), and enter such net value in the item of "Commission income".

Item(s)		Amount (dollars)
Operating Revenues	Passenger transportation income (01)	
	Cargo transportation income (02)	
	Postal service income (03)	
	Transportation equipment rental income (04)	
	Warehouse income (05)	
	Custom declaration income (06)	
	Commission income (07)	
	Sales income from the sale of secondary products (08)	
	Income of sale of secondary products (09)	
	Transportation service income (10)	
	Other business income (11)	
	Sub-total of operating revenues [(01)-(11)]	
Non-operating revenues	Rental income (13)	
	Interests income (14)	
	Investment gain and earnings of selling assets (15)	
	Other non-operating revenues (16)	
	Sub-total of non-operating revenues [(13)-(16)]	
Income total [(12)+(17)]	(18)	

**【06】 Full-year All cost expense in 2016:**

▲ Please enter according to the accrual basis of accounting, and it shall include the payable accounts not yet paid, but excluding advance payments and temporary payments as well as operational capital expenses (such as the expense for the purchase of land or machinery equipment, new construction, large repair of machines etc.); for the expenses of manufacturing, marketing, management and research and development etc., please enter in the appropriate items according to their classes.  
 ▲ After the income and expense balance calculation of overseas branch units and branch units in agriculture, forestry, fishery and husbandry etc., if the result is a loss, please enter in the item of "Investment loss and loss of property sale".

Item(s)		Amount (dollars)
Operating Expenditures (For each item, please enter the sum of relevant items according to the operating cost and operating expenditures)	Fuel consumption total value (01)	
	Material consumption total value (02)	
	Water, electric and gas expense (03)	
	Transportation equipment rental expense (04)	
	Cost for sale of secondary product (05)	
	Transportation expense (06)	
	Repair expense (07)	
	Salary, retirement and pension fund, severance pay, welfare expense (08)	
	Rental expense (Excluding the rent of transportation equipment) (09)	
	Commission expense (10)	
	Taxation and official fees (excluding income tax and import tax) (11)	
	Depreciations (12)	
	Bad debt losses and transfer payments (including donation) (13)	
	Other operating expenditures (14)	
	Sub-total of operating expenditures [(01)-(14)]	
Non-operating expenditures	Interest expense (16)	
	Other non-operating expenditures (17)	
	Sub-total of non-operating expenditures [(16)-(17)]	
All expense total [(15)+(18)]	(19)	

**【07】 Full-year intangible investment amount in 2016:**

▲ Intangible investment refers to direct or indirect investment activities helpful to increase the company competitiveness.  
 ▲ Cost and capital expense amount, referring to items related to the full-year cost expense in Question [06] and the actual asset utilization status at the end of year in Question [04-1] respectively.

- Research and development: cost expense is \_\_\_\_\_ dollars; capital expense is \_\_\_\_\_ dollars.  
 ▲ Including the expenses of the affairs fee, human resource fee, maintenance fee, material fee and outsourced research and development fee etc. of the research and development department; the capital expense includes the purchase of fixed assets of machinery and equipment for research and development purposes, and related intangible assets, such as patent rights etc.
- Employee training: cost expense is \_\_\_\_\_ dollars; capital expense is \_\_\_\_\_ dollars.  
 ▲ Including the cost expense of the instructor fee and place rental fee for conducting the training, application fee for training assignment, human resource and affairs of training department; the capital expense includes the land, building, machinery and equipment etc. of the employee training department center.
- Marketing and sales cost expense is \_\_\_\_\_ dollars; capital expense is \_\_\_\_\_ dollars.  
 ▲ Including the cost expense of advertisement, market research, package design, entertainment and the human resource as well as affairs of marketing department; the capital expense includes the hardware equipment and brand merger of the marketing department.
- Computer software, database: (Including the purchase cost and rental fees of each department, but excluding hardware equipment expense)  
 Cost expense is \_\_\_\_\_ dollars, and capital expense is \_\_\_\_\_ dollars

**【08】 Full-year professional technology transfer amount in 2016:**

▲ Referring to the purchase (sale) and licensing of trademarks, dealerships, patent rights, and the professional technology cooperation and transfer through contract engagement; (excluding: financial, commercial, managerial and legal technical assistance, licensed use of media products (including data) within the scope of copyright, and the transaction of design and software. )

Item(s)		Domestic (dollars)	Overseas (dollars)
Professional technology	Sale (1)		
	Purchase (2)		

**【09】 Innovative activities in 2016:**

▲ Innovative activities are not required to be the first in the industry but shall be significantly different from the original technologies of activities of your company.

Item(s)	Yes	None
1. Is there any newly launched or technology significantly improved service in 2016? ▲ Including the improvement of service item, content and service process (such as: transaction, payment method etc.)	<input type="checkbox"/>	<input type="checkbox"/>
2. Is there any introduction of new or technology significantly improved service backend operation in 2016? ▲ Referring to new or significantly improved technologies, operation methods or new type of equipment, provided for transporting passengers or storing, managing and delivering goods. For example: Online warehouse process tracking etc.	<input type="checkbox"/>	<input type="checkbox"/>
3. Is there any introduction of new or significantly improved marketing, organization strategy or management method in 2016? ▲ Referring to the introduction of new information system or method to assist the internal management operation, such as financial, human resource, marketing, customer relationship management, strategic alliance, organization decision making, knowledge management etc.	<input type="checkbox"/>	<input type="checkbox"/>

**【10】 Any own brand business operation throughout the year of 2016?**

▲ Referring to registration of text or image as trademark according to the law and performing sales promotion in the market (excluding the brands under agency or brands of group and affiliate company)

1. Yes  
 2. None

**【11】 Business operation digitalization status in 2016:**

Item(s)	Yes (Please select or enter the following information)	None (Please select)
1. Is computer or network equipment used?	<input type="checkbox"/>	<input type="checkbox"/>
↓ If "Yes" is selected, please continue to enter the following usage conditions		
2. Is it used for assisting the internal operation? ▲ Foundation operations: referring to the arrangements on the human resource, salary, accounting, purchase order records, inventory, operation scheduling etc. that are helpful in simplifying the internal operations. ▲ Management and decision making operations: except for the foundation operation, referring to operations with the further use of electronic systems to assist the internal management, including cost and profit analysis, product sale and inventory management, production planning, MRP material requirement planning, sales trend forecast, budget, human resource planning, knowledge management, decision analysis etc.	<input type="checkbox"/> (1) Only used in the foundation operation <input type="checkbox"/> (2) Used in foundation and management, decision making operations at the same time (please continue to (2) A) (2)A. Does the management decision operation use the following system or technology? (Multiple selection applicable) <input type="checkbox"/> ① Enterprise resource planning (ERP) or customer relationship management (CRM) operating systems <input type="checkbox"/> ② Cloud computation (Obtained via internet network, excluding free uses) <input type="checkbox"/> ③ Big Data analysis <input type="checkbox"/> ④ None of the above	<input type="checkbox"/>
3. Is business information provided via network? ▲ For example, the establishment of company website including social website, online advertisement listing, e-mail transmitting business information etc.	<input type="checkbox"/>	<input type="checkbox"/>
4. Is mobile payment function for sales transaction provided? (excluding network sales transaction) ▲ Mobile payment via QR Code, APP, sensor and other technologies, use mobile devices of cellular phones for direct payment or collection of payment.	<input type="checkbox"/>	<input type="checkbox"/>
5. Is there any sales via the internet network? ▲ Referring to the use of network to perform order receiving, sales operation on specific transaction platform, network or system (including EDI); excluding the mere use of e-mail for product information inquiry, social network for transmitting purchase orders. ▲ Third party payment refers to that between the seller and buyer, a network electronic payment platform established by a third party is used to perform the fund collection and payment transfer services for both the seller and buyer in order to ensure the transaction security.	(1) Full-year transaction amount is _____ ten-thousand dollars, where the percentage of sale to general public (family) is _____ % (2) Is there any cross-border sale? <input type="checkbox"/> 1. Yes <input type="checkbox"/> 2. None (3) Is third party payment used? <input type="checkbox"/> 1. Yes <input type="checkbox"/> 2. None	<input type="checkbox"/>

If there is any computer software and database expense in the above three items, please enter such expense in the item of "computer software, database".



**【12】 Cross-border service transaction, investment plan and personnel interaction status in 2016:**

Item	Yes (Please select or enter the following information)						None (Please select)		
1. Is there any transaction of service or labor (excluding tangible products) with overseas companies throughout the year? ▲ Including construction, transportation, communication, travel, financial, insurance, technology, media creation, management, information, licensing, certification, repair or training etc., but excluding the making of commissions for being an intermediate of transactions.	<input type="checkbox"/> (1) Procurement only <input type="checkbox"/> (2) Sales only <input type="checkbox"/> (3) Both						<input type="checkbox"/>		
2. Is there any assignment of domestic employees for business trips, training or working at overseas?	<input type="checkbox"/>						<input type="checkbox"/>		
3. Is there any foreign professional or foreign company (agency) worker on business trip, on training or working at your company throughout the year? (excluding the foreign workers of production operators, labor workers, kitchen workers, care workers... etc.)	<input type="checkbox"/>						<input type="checkbox"/>		
4. Is there one single foreign shareholder holding more than 10%(inclusive) of the shares of your company at the end of the year? ▲ Referring to a single foreign natural person or foreign legal shareholder, excluding foreign joint fund investment	The number of such type of shareholders is _____ people <small>(please enter the regional distribution of the shareholding percentage listed on the right for the location of such type of shareholder)</small>	Regional distribution of shareholding percentage <small>(please round off to integer)</small>	Total	China (including Hong Kong and Macau)	Asia (excluding China)	America	Europe	Other regions	<input type="checkbox"/>
			%	%	%	%	%	%	
5. Is there any overseas branch unit at the end of the year? ▲ Referring to the branch company or office established overseas, excluding subsidiary company or affiliate company.	Total is _____ companies <small>(Please continue to enter the regional distribution on the right)</small>	China (including Hong Kong and Macau)	Asia (excluding China)	America	Europe	Other regions	<input type="checkbox"/>		
		companies	companies	companies	companies	companies			
6. Is your company having the control capability over the single overseas company? ▲ Including direct control or control through re-investment of subsidiary, including paper company. ▲ Referring to the party in the company with foreign shareholding, with a shareholding percentage above 50%(inclusive) or shareholding less than 50% but having the capability to control its financial, operation, personnel or lead the decision of the board of directors.	Total is _____ companies <small>(Please continue to enter the regional distribution on the right)</small>	China (including Hong Kong and Macau)	Asia (excluding China)	America	Europe	Other regions	<input type="checkbox"/>		
		companies	companies	companies	companies	companies			
Accumulated investment amount is _____ dollars at the end of quarter									

7. Was there any other single company having control capacity on your company at the end of year? ▲ The control capability refers to the party having more than 50%(inclusive) of shares of your company, or having shares less than 50% but having the control on the financial, operation, human resource of your company or lead the decision of the board of directors. <input type="checkbox"/> (1) Yes (End of questions) <input type="checkbox"/> (2) None (Please continue to answer Question 8 on the right)	8. Considering the status of your company (including overseas branch units) and all of the domestic and overseas companies directly controlled or controlled via re-investment, is each one of the following businesses mainly operated domestically or overseas? (No multiple selection for domestic and overseas)																												
	<table border="1"> <thead> <tr> <th></th> <th>Domestic</th> <th>Overseas</th> <th>None</th> </tr> </thead> <tbody> <tr> <td>(1) Overall international business operation management (including the decision affairs of financial, human resource, operation direction etc.)</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>(2) Order receiving, marketing, market survey</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>(3) Material and product procurement</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>(4) Research and development or professional technology, knowledge consultation</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>(5) Manufacturing, construction, mining, pollution treatment</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>(6) Product sale or service providing (Including product after-sale service)</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>		Domestic	Overseas	None	(1) Overall international business operation management (including the decision affairs of financial, human resource, operation direction etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(2) Order receiving, marketing, market survey	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(3) Material and product procurement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(4) Research and development or professional technology, knowledge consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(5) Manufacturing, construction, mining, pollution treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(6) Product sale or service providing (Including product after-sale service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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(6) Product sale or service providing (Including product after-sale service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																										

Remarks field

Number of fleet drivers is \_\_\_\_\_ people  
[Shall be completed by operators with the primary business category of Passenger and Cargo Transportation Business (4931~4940) only]

Enumerator	Supervising Reviewer	Inspector

If any one of Questions 5 and 6 is selected with "Yes", please continue on Question 7

# 2016 Industry and Services Census

## Frequently Asked Questions for Form Completion

### Question 05 "Full-year income in 2016"

- Q1 : How to complete the form for business operators of logistics distributors?
- A : According to the actual business content, it can be divided into 2 types:
- (1) For the operators with the primary business of transportation service along with the warehouse and simple handling services, the primary income shall be entered in the item "(02) Freight income" of this question.
- (2) For the operators with the primary business of warehouse service along with the simple handling services of such as sorting, classifying and packaging etc., the primary income shall be entered in the item "(05) Warehouse income" of this question.
- Q2 : If the transportation business operator also operates network sales at the same time, which items shall be entered for the network sales income?
- A : If the transportation business operator also operates network sales, then the network sales income shall be entered in the secondary product sales income; if it belongs to the consignment with transportation, then it shall be entered into the items of freight income and commission income respectively; in case where it cannot be separated, then they shall be listed under the freight income.

### Question 06 "Full-year cost expense in 2016"

- Q1 : The company financial statement includes two main parts of operating cost and operating expenditures, which items shall such cost and expense be entered on the form?
- A : The operating expenditures in this question includes the operating cost incurred during the company operation (such as the transportation cost, labor cost, repair cost etc.), and the operating fees (such as management, promotion and general affairs etc.) Please enter each item on the financial statement according to the classification principle for each item into their corresponding fields. For example: The 2016 annual operating cost of the company lists that the employee salary is 1,000,000 dollars, and the operating expenditures lists the salary and retirement pension of 2,000,000 dollars, then for item (08) "Salary, retirement and pension fund, severance pay, welfare expense" in this question shall be entered with the amount of 3,000,000 dollars (1,000,000 dollars +2,000,000 dollars)
- Q2 : How to list the transportation expense?
- A : Referring to the marine, land and air transportation fees paid for the cargo carried or various types of materials, fuels, objects or properties purchased, but excluding the fees incurred by using self-owned vehicles of the company for transportation and the transportation fee already included in the delivery cost. For business operators in shipping agency or freight operation without own transportation tools, the fees paid to other shipping companies for transportation shall also be entered into this item.

### Question 9 "Full-year innovative activities in 2016"

- Q1 : How to distinguish between "Service innovation" and "Service backend operation innovation"?
- A : Service innovation refers to the offering of more diverse service items or more convenient service processes in order to expand customer ranges and increase customer satisfaction, such as container transportation company provides the professional repair and container cleaning services, or passenger transportation business operator provides online ticket purchase and mobile payment etc. As for the service backend operations, they refer to relevant operations for providing services but not having no direct contacts with the customers, and the innovative activities include the introduction of new function equipment or operation method in order to achieve the goals of increase of operation efficiency and reduction of costs, such as the introduction of navigation system to improve the delivery operation efficiency.
- Q2 : If the company introduces a new warehouse distribution management system to increase the product distribution efficiency, does it belong to the innovation of service backend operation?
- A : This question is mainly to understand the technology innovation status of the company. For the improvements of using new technologies to perform transportation and warehouse methods in 2016 by the company in order to increase the product delivery efficiency; or the introduction of new technology, purchase of new machinery and equipment in order to increase the operation efficiency etc., are all within the scope of this question.
- Q3 : Which type of marketing and sales method introduced or used by the company is considered to be an innovative activity?
- A : The company establishes the Facebook fans club in 2016 or designs LINE images for the first time, or establishes the company, brand account on Instagram, or uses the micro-film method to promote the company (or company products) for the first time, or purchases keyword advertisements online for the first time; as long as new marketing techniques different from the past is used for the first time in 2016, such techniques belong to the marketing innovative activities.

### Question 11 "Business operation digitalization status in 2016"

- Q1 : The company has the enterprise resource planning (ERP) operating system but it is only equipped with some functions, should this be considered to belong to the use in foundation and management, decision making operations?
- A : The enterprise resource planning (ERP) operating system involves great aspects and its function is extremely powerful. General medium and small companies would first establish early stage operating system, followed by expanding the system functions gradually according to the company operation status. However, regardless the level of construction of the company, as long as it is established with the enterprise resource planning (ERP) operating system, it belongs to the use in the foundation and management, decision making operations.
- Q2 : The company self-purchased servers and information equipment to construct a cloud system, shall the "Cloud computation" in this question be selected?
- A: No selection should be made. The cloud computation in this question refers to the (payment) and the computing resource obtained from the external via internet, such as payment to Amazon, Microsoft, Google, Chunghwa Telecom...etc. cloud vendor to purchase cloud data storage space, mainframe, software or information system etc. Therefore, the cloud computing resource self-constructed by the internal of the company does not belong to the scope of this question.
- Q3 : When the company sales product or service via network, does the function of the use of online credit card for payment belong to mobile payment?
- A: Mobile payment refers to the transaction payment via mobile devices of cellular phone, tablet computer etc., such the use of QR Code scanning or the use of specific mobile payment tools (such as LINE Pay, Apple Pay, Android Pay, Allpay...etc.) for direct payments. If only the function of allowing consumers to enter credit card number online manually, it does not belong to the mobile payment.

### Question 12 "Cross-border transaction, investment planning and personnel interaction status in 2016"

- Q1 : How calculate the foreign shareholder total shareholding percentage?
- A : It only requires the sum of all individual foreign shareholders with more than 10% of company shares; if the shareholder is a mutual fund, then the shareholding percentage shall not be included in the calculation. For example: 4 foreign shareholders of A, B, C and D hold the company shares of 25%, 15%, 12% and 1% respectively, where A is a food manufacturing company, B is a mutual fund, C and D are natural person, then only the 2 shareholders of A and B are calculated, and the shareholding percentage total shall be 37% (25%+12%).
- Q2 : Does not an international company with domestic and foreign business allocations include the subsidiary company, affiliate company or branch company overseas? If its businesses operated in both domestic and overseas, how to make selection on the form?
- A : The question here is mainly to understand the international business allocation distribution status of international business group; therefore, different from other questions, the form shall be completed based on the aspect of "overall international business group"; therefore, it shall include all domestic and overseas branch companies, subsidiary companies and re-investment businesses under the group invest and controlled by the company. If the business is operated in both domestic and overseas, then it shall be based on the business with high economic value contribution domestically or overseas, and either "Domestic" or "Overseas" shall be selected. For example: A company is a domestic international cargo logistics company, and since 2006, the company establishes subsidiary companies B and C in China and Hong Kong respectively that are responsible for the businesses of receiving overseas orders and delivery service etc., whereas A company is responsible for receiving orders and managing the entire group operation decisions as well as providing management intelligent support, then the selections shall be made as follows:

Questions	Domestic	Overseas	None
(1) Overall international business operation management	V		
(2) Order receiving, sales, market investigation		V	
(3) Material and product procurement			V
(4) Research and development or professional technology, knowledge consultation	V		
(5) Manufacturing, construction, mining, pollution treatment			V
(6) Product sales or service providing		V	