

FLEXIPREPAID ENVELOPE

FREQUENTLY ASKED QUESTIONS

No.	Questions/Answers																
Q1	What is FlexiPrepaid Envelope?																
A1	FlexiPrepaid Envelope is a prepaid plastic envelope that is an economical delivery packaging with tracking features which enables customers to track and trace the status of their item.																
Q2	What are the advantages of using FlexiPrepaid Envelope?																
A2	<ul style="list-style-type: none"> i. Economical packaging which caters for online businesses for individual or merchants / traders ii. Options of sizes and convenience packaging iii. Proof of delivery (POD) iv. Trackable & traceable v. Compensation of up to RM92.00 																
Q3	What is the weight limit and price for FlexiPrepaid Envelope?																
A3	<p>FlexiPrepaid Envelope is available in 3 different sizes and the prices are as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Size</th> <th style="text-align: center;">Weight</th> <th style="text-align: center;">Price without GST</th> <th style="text-align: center;">Price inclusive 6% GST</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">S</td> <td style="text-align: center;">500gm</td> <td style="text-align: center;">RM4.50</td> <td style="text-align: center;">RM4.80</td> </tr> <tr> <td style="text-align: center;">M</td> <td style="text-align: center;">1kg</td> <td style="text-align: center;">RM6.00</td> <td style="text-align: center;">RM6.35</td> </tr> <tr> <td style="text-align: center;">L</td> <td style="text-align: center;">2kg</td> <td style="text-align: center;">RM8.00</td> <td style="text-align: center;">RM8.50</td> </tr> </tbody> </table>	Size	Weight	Price without GST	Price inclusive 6% GST	S	500gm	RM4.50	RM4.80	M	1kg	RM6.00	RM6.35	L	2kg	RM8.00	RM8.50
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Q4	How to purchase FlexiPrepaid Envelope?																
A4	FlexiPrepaid Envelope is available at 696 post offices, 30 Pos On Wheels (POW) and 33 Business Mail Center (BMC) throughout Malaysia.																
Q5	What are the information that must be completed by customers on the FlexiPrepaid Envelope?																
A5	<p>Customers must ensure the complete sender and recipient information as below:</p> <ul style="list-style-type: none"> i. Name ii. Full address iii. Postcode iv. Phone number 																

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Q6	What happened if the item exceeds the weight limit?																					
A6	Pos Malaysia reserves the right not to process the exceed weight limit item and the item will be return to the sender.																					
Q7	Can customers post the FlexiPrepaid Envelope item through any branch of Pos Laju, post offices and Pos-on-Wheels (POW)?																					
A7	No. Customers can only post the FlexiPrepaid Envelope item at the post office and Business Mail Centre counters (for bulk) only.																					
Q8	Is the delivery area for FlexiPrepaid Envelope including domestic and international?																					
A8	No. FlexiPrepaid Envelope are delivered within Malaysia (Domestic)) only.																					
Q9	What is the standard delivery (SLA) of FlexiPrepaid Envelope?																					
A9	<table border="1" data-bbox="336 1037 1406 1323"> <thead> <tr> <th data-bbox="336 1037 1217 1077">Destinations</th> <th data-bbox="1217 1037 1406 1077">SLA</th> </tr> </thead> <tbody> <tr> <td data-bbox="336 1077 1217 1133">Within Peninsular Malaysia (intrastate)</td> <td data-bbox="1217 1077 1406 1133">*D+3</td> </tr> <tr> <td data-bbox="336 1133 1217 1189">Within Peninsular Malaysia (interstate)</td> <td data-bbox="1217 1133 1406 1189">*D+5</td> </tr> <tr> <td data-bbox="336 1189 1217 1323">From Peninsular Malaysia to Sabah & Sarawak or vice versa From Sabah to Sarawak From Sarawak to Sabah</td> <td data-bbox="1217 1189 1406 1323">*D+7</td> </tr> </tbody> </table> <p data-bbox="336 1335 579 1375">*D = Day of posting</p>	Destinations	SLA	Within Peninsular Malaysia (intrastate)	*D+3	Within Peninsular Malaysia (interstate)	*D+5	From Peninsular Malaysia to Sabah & Sarawak or vice versa From Sabah to Sarawak From Sarawak to Sabah	*D+7													
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Q10	What is the difference between FlexiPrepaid Envelope and Pos Ekspres XpresDrop?																					
A10	<table border="1" data-bbox="336 1563 1406 2007"> <thead> <tr> <th data-bbox="336 1563 587 1615">Product type</th> <th data-bbox="587 1563 743 1615">Weight</th> <th data-bbox="743 1563 1249 1615">Delivery SLA</th> <th data-bbox="1249 1563 1406 1615">*Price</th> </tr> </thead> <tbody> <tr> <td data-bbox="336 1615 587 1697">FlexiPrepaid Envelope - Size S</td> <td data-bbox="587 1615 743 1697">500gm</td> <td data-bbox="743 1615 1249 1888" rowspan="3">Within Peninsular Malaysia D+3 – 5 To Sabah & Sarawak D+5 – 7 (vice versa)</td> <td data-bbox="1249 1615 1406 1697">RM4.50</td> </tr> <tr> <td data-bbox="336 1697 587 1794">FlexiPrepaid Envelope - Size M</td> <td data-bbox="587 1697 743 1794">1kg</td> <td data-bbox="1249 1697 1406 1794">RM6.00</td> </tr> <tr> <td data-bbox="336 1794 587 1888">FlexiPrepaid Envelope - Size L</td> <td data-bbox="587 1794 743 1888">2kg</td> <td data-bbox="1249 1794 1406 1888">RM8.00</td> </tr> <tr> <td data-bbox="336 1888 587 1944">XpresDrop</td> <td data-bbox="587 1888 743 1944">100gm</td> <td data-bbox="743 1888 1249 2007" rowspan="2">D+2</td> <td data-bbox="1249 1888 1406 1944">RM4.50</td> </tr> <tr> <td data-bbox="336 1944 587 2007">XpresDrop</td> <td data-bbox="587 1944 743 2007">250gm</td> <td data-bbox="1249 1944 1406 2007">RM5.00</td> </tr> </tbody> </table> <p data-bbox="336 2007 568 2040">*not inclusive 6% GST</p>	Product type	Weight	Delivery SLA	*Price	FlexiPrepaid Envelope - Size S	500gm	Within Peninsular Malaysia D+3 – 5 To Sabah & Sarawak D+5 – 7 (vice versa)	RM4.50	FlexiPrepaid Envelope - Size M	1kg	RM6.00	FlexiPrepaid Envelope - Size L	2kg	RM8.00	XpresDrop	100gm	D+2	RM4.50	XpresDrop	250gm	RM5.00
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No.	Questions/Answers
Q11	How to track & trace a FlexiPrepaid Envelope item?
A11	<ul style="list-style-type: none"> i. Pos Malaysia website: www.pos.com.my ii. Pos Malaysia mobile application
Q12	If the recipient is not available during delivery, what is the next procedure?
A12	If the recipient is not available during the delivery, the postman will leave a call card (sorry note) for the customer to collect the FlexiPrepaid item at the window delivery counter, either at the post office or a specified delivery branch.
Q13	Can customer request for second delivery service?
A13	No. Item need to be collected at the window delivery counter.
Q14	How long will the item be kept at the window delivery counter?
A14	Item will be kept for 15 calendar days (after the attempted delivery date).
Q15	If recipient did not collect the item within 15 calendar days?
A15	Item will be returned to the sender based on the address provided on the item.
Q16	How to get more information about FlexiPrepaid Envelope?
A16	<ul style="list-style-type: none"> i. Pos Line 1-300-300-300 (Domestic) Operating hours: Mon – Fri : 8.30am – 8.00pm Saturdays : 8.30am – 5.00pm (except the first Saturday of the month and public holidays) ii. Online <ul style="list-style-type: none"> • E-Feedback Form : https://efeedback.pos.com.my/ • Email : care@pos.com.my • Facebook.com/PosMalaysiaBerhad • Twitter.com/Pos4you <p>Online support is available: Mon – Fri: 8.30am to 5.30pm (except public holidays)</p>

SAMPUL FLEXIPREPAID

SOALAN-SOALAN LAZIM

Bil.	Soalan/Jawapan																
S1	Apa itu Sampul FlexiPrepaid?																
J1	Sampul FlexiPrepaid adalah paket plastik prabayar bagi penghantaran ekonomi yang mempunyai nombor rujukan supaya pelanggan boleh menyemak status penghantaran item.																
S2	Apakah kelebihan menggunakan Sampul FlexiPrepaid?																
J2	<ul style="list-style-type: none"> i. Peket penghantaran yang ekonomi, sesuai untuk perniagaan dalam talian samada individu atau syarikat perniagaan ii. Pilihan saiz yang pelbagai dan mudah digunakan iii. Bukti serahan iv. Jejak dan kesan v. Pampasan sehingga RM92.00 																
S3	Apakah berat maksima bagi item dan harga Sampul FlexiPrepaid?																
J3	<p>Sampul FlexiPrepaid boleh didapati pada harga dan saiz yang berbeza seperti berikut:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Saiz</th> <th style="text-align: center;">Berat</th> <th style="text-align: center;">Harga tanpa GST</th> <th style="text-align: center;">Harga termasuk 6% GST</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">S</td> <td style="text-align: center;">500gm</td> <td style="text-align: center;">RM4.50</td> <td style="text-align: center;">RM4.80</td> </tr> <tr> <td style="text-align: center;">M</td> <td style="text-align: center;">1kg</td> <td style="text-align: center;">RM6.00</td> <td style="text-align: center;">RM6.35</td> </tr> <tr> <td style="text-align: center;">L</td> <td style="text-align: center;">2kg</td> <td style="text-align: center;">RM8.00</td> <td style="text-align: center;">RM8.50</td> </tr> </tbody> </table>	Saiz	Berat	Harga tanpa GST	Harga termasuk 6% GST	S	500gm	RM4.50	RM4.80	M	1kg	RM6.00	RM6.35	L	2kg	RM8.00	RM8.50
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S4	Bagaimana cara untuk membeli Sampul FlexiPrepaid?																
J4	Sampul FlexiPrepaid boleh dibeli di 696 pejabat pos, 30 Pos On Wheels (POW) & 33 Pusat Mel Perniagaan (BMC) seluruh Malaysia.																
S5	Apakah maklumat yang perlu dilengkapkan oleh pelanggan pada Sampul FlexiPrepaid ?																
J5	<p>Pelanggan perlu melengkapkan maklumat pengirim dan penerima seperti berikut:</p> <ul style="list-style-type: none"> i. Nama ii. Alamat lengkap iii. Poskod iv. Nombor telefon 																

Bil.	Soalan/Jawapan																					
S6	Apa berlaku sekiranya item melebihi had berat yang dibenarkan?																					
J6	Pos Malaysia berhak untuk tidak memproses item yang melebihi had berat dan akan dikembalikan kepada pengirim.																					
S7	Adakah pelanggan boleh membuat pengeposan item Sampul FlexiPrepaid di semua pejabat pos, cawangan Pos Laju dan Pos-on-Wheels (POW)?																					
J7	Tidak. Pelanggan hanya boleh membuat pengeposan item Sampul FlexiPrepaid di pejabat pos dan Pusat Mel Perniagaan (item pukal).																					
S8	Adakah kawasan penghantaran item Sampul FlexiPrepaid termasuk domestik dan antarabangsa?																					
J8	Tidak. Penghantaran item Sampul FlexiPrepaid adalah secara domestik (Malaysia) sahaja.																					
S9	Berapa lamakah masa penghantaran item (SLA) Sampul FlexiPrepaid kepada penerima?																					
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Bil.	Soalan/Jawapan
S11	Bagaimana untuk menjejak & mengesan item Sampul FlexiPrepaid ?
J11	iii. Laman sesawang Pos Malaysia: www.pos.com.my iv. Aplikasi mobile Pos Malaysia
S12	Sekiranya penerima tiada ketika penghantaran item, apakah prosedur yang seterusnya?
J12	Sekiranya penerima tiada, posmen akan meninggalkan kad panggilan untuk pelanggan membuat tuntutan item di kaunter serahan tingkap, samada di pejabat pos atau di cawangan serahan yang berkenaan.
S13	Adakah pelanggan boleh membuat permintaan serahan kali kedua?
J13	Tidak. Item perlu dituntut di kaunter serahan tingkap.
S14	Berapa lamakah item akan disimpan di kaunter serahan tingkap?
J14	Item akan disimpan selama 15 hari kalendar (selepas cubaan serahan item).
S15	Sekiranya item tidak dituntut dalam masa 15 hari kalendar?
J15	Item akan dikembalikan kepada pengirim.
S16	Bagaimana cara untuk mendapatkan maklumat berkaitan Sampul FlexiPrepaid?
J16	<p>i. Pos Line 1-300-300-300 (Domestik)</p> <p>Waktu beroperasi: Isnin – Jumaat : 8.30pagi – 8.00petang Saturdays : 8.30pagi – 5.00petang (kecuali hari Sabtu pertama setiap bulan dan cuti umum))</p> <p>ii. Atas talian</p> <ul style="list-style-type: none"> • E-Feedback Form : https://efeedback.pos.com.my/ • Email : care@pos.com.my • Facebook.com/PosMalaysiaBerhad • Twitter.com/Pos4you <p>Bantuan atas talian disediakan: Isnin – Jumaat: 8.30pagi to 5.30petang (kecuali cuti umum)</p>