



INTERNATIONAL TRACKED LABEL

FREQUENTLY ASKED QUESTIONS

No.	Questions/Answers																																																																																																				
Q1	What is Tracked label (Express CN05bis)?																																																																																																				
A1	Tracked label is a new tracking option of using label stickers with barcode that has Track and Trace feature for International Small Packet and Flexipack International.																																																																																																				
Q2	What are the destination countries for posting using Tracked label?																																																																																																				
A2	<p>Tracked label can be used for posting to 50 selected destination countries as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">Australia</td> <td style="text-align: center;">11</td> <td style="text-align: center;">Estonia</td> <td style="text-align: center;">21</td> <td style="text-align: center;">Italy</td> <td style="text-align: center;">31</td> <td style="text-align: center;">New Zealand</td> <td style="text-align: center;">41</td> <td style="text-align: center;">South Africa</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">Austria</td> <td style="text-align: center;">12</td> <td style="text-align: center;">Finland</td> <td style="text-align: center;">22</td> <td style="text-align: center;">Japan</td> <td style="text-align: center;">32</td> <td style="text-align: center;">Norway</td> <td style="text-align: center;">42</td> <td 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Q3	What is the estimated delivery time for item posted using the Tracked label?																																																																																																				
A3	6-11 working days.																																																																																																				

<p>Q4</p>	<p>How to use the Tracked label?</p>
<p>A4</p>	<p>Customer is required to purchase the Tracked label and paste it on the front of the International Small Packet and Flexipack International before posting.</p> <p>a. Small Packet International</p>  <p>b. Flexipack International</p> 
<p>Q5</p>	<p>Where is the Tracked label available for purchase?</p>
<p>A5</p>	<p>a. Post Office and General Post Office counters b. Pos-on-Wheels (POW) c. PosBOX Branch (Bangsar South only)</p>
<p>Q6</p>	<p>What are the benefits of Tracked label?</p>
<p>A6</p>	<p>a. Mail drop delivery to recipient's letter box with online tracking feature. b. Suitable for lightweight e-Commerce items up to 2kg.</p>
<p>Q7</p>	<p>How much is the price of the Tracked label?</p>
<p>A7</p>	<p>Flat rate price of RM9.60 (not inclusive of postage)</p>
<p>Q8</p>	<p>Is there any discount given to customer who wants to purchase the Tracked label in bulk?</p>
<p>A8</p>	<p>Yes, please contact flexipackint@pos.com.my for more information.</p>
<p>Q9</p>	<p>Where can the posting of item using Tracked label be done?</p>
<p>A9</p>	<p>a. Post Office and General Post Office counters b. Pos-on-Wheels (POW) c. PosBOX Branch (Bangsar South only) <i>Posting at yellow or red posting box is not allowed.</i></p>

Q10	Does the Tracked service provide Proof of Delivery (POD)?
A10	No signature of recipient is required for Proof of Delivery (POD) because it is a mail drop delivery to the recipient's letter box. However, the barcode at the Tracked label is scanned during the mail drop delivery for record in the Track and Trace system.
Q11	Can customer claim for compensation on delay in delivery, loss or damage on item posted using this Tracked service?
A11	No liability on compensation for this Tracked service.
Q12	Is Insurance offered for Tracked service?
A12	No.
Q13	Will unsuccessfully delivered item be returned to the sender?
A13	Yes, the item will be returned to the sender if it is still in good condition and the sender's full complete address is written clearly on the package.
Q14	Will the customer (sender) be charged for postage on the return of unsuccessfully delivered item?
A14	No.
Q15	How do customer make inquiry on this Tracked service?
A15	<ul style="list-style-type: none"> a. Customer Service Call Centre at Pos line 1-300-300-300 <ul style="list-style-type: none"> i. 8.30 a.m. to 8.00 p.m., Monday to Friday ii. 8.30 a.m. to 5.00 p.m., Saturday (except first Saturday of the month and public holidays) b. Email to care@pos.com.my c. Facebook & Twitter d. Visit website www.pos.com.my