



## INTERNATIONAL TRACKED LABEL

### FREQUENTLY ASKED QUESTIONS

| No.       | Questions/Answers  |    |           |    |             |    |              |    |                |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |
|-----------|--|----|-----------|----|-------------|----|--------------|----|----------------|----|--------------|---|---------|----|---------|----|-------|----|--------|----|-------------|---|---------|----|--------|----|--------|----|-------------|----|-------|---|---------|----|---------|----|---------|----|--------|----|--------|---|--------|----|--------|----|-----------|----|----------|----|-------------|---|--------|----|-----------|----|-------|----|--------|----|----------|---|-------|----|---------|----|-------|----|--------------|----|--------|---|---------|----|-------|----|-----------|----|--------|----|----------------|---|--------|----|-----------|----|--------|----|-----------|----|---------------|----|---------|----|---------|----|-------------|----|----------|----|---------|
| <b>Q1</b> | <b>What is Tracked label (Express CN05bis)?</b>  |    |           |    |             |    |              |    |                |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |
| 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.   |    |           |    |             |    |              |    |                |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |
| <b>Q2</b> | <b>What are the destination countries for posting using Tracked label?</b>   |    |           |    |             |    |              |    |                |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |
| 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 style="text-align: center;">South Korea</td> </tr> <tr> <td style="text-align: center;">3</td><td style="text-align: center;">Belarus</td><td style="text-align: center;">13</td><td style="text-align: center;">France</td><td style="text-align: center;">23</td><td style="text-align: center;">Latvia</td><td style="text-align: center;">33</td><td style="text-align: center;">Philippines</td><td style="text-align: center;">43</td><td style="text-align: center;">Spain</td> </tr> <tr> <td style="text-align: center;">4</td><td style="text-align: center;">Belgium</td><td style="text-align: center;">14</td><td style="text-align: center;">Germany</td><td style="text-align: center;">24</td><td style="text-align: center;">Lebanon</td><td style="text-align: center;">34</td><td style="text-align: center;">Poland</td><td style="text-align: center;">44</td><td style="text-align: center;">Sweden</td> </tr> <tr> <td style="text-align: center;">5</td><td style="text-align: center;">Brazil</td><td style="text-align: center;">15</td><td style="text-align: center;">Greece</td><td style="text-align: center;">25</td><td style="text-align: center;">Lithuania</td><td style="text-align: center;">35</td><td style="text-align: center;">Portugal</td><td style="text-align: center;">45</td><td style="text-align: center;">Switzerland</td> </tr> <tr> <td style="text-align: center;">6</td><td style="text-align: center;">Canada</td><td style="text-align: center;">16</td><td style="text-align: center;">Hong Kong</td><td style="text-align: center;">26</td><td style="text-align: center;">Macao</td><td style="text-align: center;">36</td><td style="text-align: center;">Russia</td><td style="text-align: center;">46</td><td style="text-align: center;">Thailand</td> </tr> <tr> <td style="text-align: center;">7</td><td style="text-align: center;">China</td><td style="text-align: center;">17</td><td style="text-align: center;">Hungary</td><td style="text-align: center;">27</td><td style="text-align: center;">Malta</td><td style="text-align: center;">37</td><td style="text-align: center;">Saudi Arabia</td><td style="text-align: center;">47</td><td style="text-align: center;">Turkey</td> </tr> <tr> <td style="text-align: center;">8</td><td style="text-align: center;">Croatia</td><td style="text-align: center;">18</td><td style="text-align: center;">India</td><td style="text-align: center;">28</td><td style="text-align: center;">Mauritius</td><td style="text-align: center;">38</td><td style="text-align: center;">Serbia</td><td style="text-align: center;">48</td><td style="text-align: center;">United Kingdom</td> </tr> <tr> <td style="text-align: center;">9</td><td style="text-align: center;">Cyprus</td><td style="text-align: center;">19</td><td style="text-align: center;">Indonesia</td><td style="text-align: center;">29</td><td style="text-align: center;">Mexico</td><td style="text-align: center;">39</td><td style="text-align: center;">Singapore</td><td style="text-align: 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China | 17 | Hungary | 27 | Malta | 37 | Saudi Arabia | 47 | Turkey | 8 | Croatia | 18 | India | 28 | Mauritius | 38 | Serbia | 48 | United Kingdom | 9 | Cyprus | 19 | Indonesia | 29 | Mexico | 39 | Singapore | 49 | United States | 10 | Denmark | 20 | Ireland | 30 | Netherlands | 40 | Slovenia | 50 | Vietnam |
| 1         | Australia  | 11 | Estonia   | 21 | Italy       | 31 | New Zealand  | 41 | South Africa   |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |
| 2         | Austria  | 12 | Finland   | 22 | Japan       | 32 | Norway       | 42 | South Korea    |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |
| 3         | Belarus  | 13 | France    | 23 | Latvia      | 33 | Philippines  | 43 | Spain          |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |
| 4         | Belgium  | 14 | Germany   | 24 | Lebanon     | 34 | Poland       | 44 | Sweden         |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |
| 5         | Brazil   | 15 | Greece    | 25 | Lithuania   | 35 | Portugal     | 45 | Switzerland    |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |
| 6         | Canada   | 16 | Hong Kong | 26 | Macao       | 36 | Russia       | 46 | Thailand       |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |
| 7         | China  | 17 | Hungary   | 27 | Malta       | 37 | Saudi Arabia | 47 | Turkey         |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |
| 8         | Croatia  | 18 | India     | 28 | Mauritius   | 38 | Serbia       | 48 | United Kingdom |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |
| 9         | Cyprus   | 19 | Indonesia | 29 | Mexico      | 39 | Singapore    | 49 | United States  |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |
| 10        | Denmark  | 20 | Ireland   | 30 | Netherlands | 40 | Slovenia     | 50 | Vietnam        |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |
| <b>Q3</b> | <b>What is the estimated delivery time for item posted using the Tracked label?</b>  |    |           |    |             |    |              |    |                |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |
| A3        | 6-11 working days.   |    |           |    |             |    |              |    |                |    |              |   |         |    |         |    |       |    |        |    |             |   |         |    |        |    |        |    |             |    |       |   |         |    |         |    |         |    |        |    |        |   |        |    |        |    |           |    |          |    |             |   |        |    |           |    |       |    |        |    |          |   |       |    |         |    |       |    |              |    |        |   |         |    |       |    |           |    |        |    |                |   |        |    |           |    |        |    |           |    |               |    |         |    |         |    |             |    |          |    |         |

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

|            |   |
|------------|---|
| <b>Q10</b> | <b>Does the Tracked service provide Proof of Delivery (POD)?</b>  |
| 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.  |
| <b>Q11</b> | <b>Can customer claim for compensation on delay in delivery, loss or damage on item posted using this Tracked service?</b>  |
| A11        | No liability on compensation for this Tracked service.  |
| <b>Q12</b> | <b>Is Insurance offered for Tracked service?</b>  |
| A12        | No.   |
| <b>Q13</b> | <b>Will unsuccessfully delivered item be returned to the sender?</b>  |
| 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.   |
| <b>Q14</b> | <b>Will the customer (sender) be charged for postage on the return of unsuccessfully delivered item?</b>  |
| A14        | No.   |
| <b>Q15</b> | <b>How do customer make inquiry on this Tracked service?</b>  |
| A15        | <ul style="list-style-type: none"> <li>a. Customer Service Call Centre at Pos line 1-300-300-300 <ul style="list-style-type: none"> <li>i. 8.30 a.m. to 8.00 p.m., Monday to Friday</li> <li>ii. 8.30 a.m. to 5.00 p.m., Saturday (except first Saturday of the month and public holidays)</li> </ul> </li> <li>b. Email to <a href="mailto:care@pos.com.my">care@pos.com.my</a></li> <li>c. Facebook &amp; Twitter</li> <li>d. Visit website <a href="http://www.pos.com.my">www.pos.com.my</a></li> </ul> |