

# FLEXIPREPAID ENVELOPE

## FREQUENTLY ASKED QUESTIONS

No.	Questions/Answers												
<b>Q1</b>	<b>What is FlexiPrepaid Envelope?</b>												
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.												
<b>Q2</b>	<b>What are the advantages of using FlexiPrepaid Envelope?</b>												
A2	<ul style="list-style-type: none"> <li>i. Economical packaging which caters for online businesses for individual or merchants / traders</li> <li>ii. Options of sizes and convenience packaging</li> <li>iii. Proof of delivery (POD)</li> <li>iv. Trackable &amp; traceable</li> <li>v. Compensation of up to RM300.00</li> </ul>												
<b>Q3</b>	<b>What is the weight limit and price for FlexiPrepaid Envelope?</b>												
A3	<p>FlexiPrepaid Envelope is available in 3 different sizes and the prices are as follows:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Size</th> <th style="text-align: center;">Weight</th> <th style="text-align: center;">Price</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> </tr> <tr> <td style="text-align: center;">M</td> <td style="text-align: center;">1kg</td> <td style="text-align: center;">RM6.00</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> </tr> </tbody> </table>	Size	Weight	Price	S	500gm	RM4.50	M	1kg	RM6.00	L	2kg	RM8.00
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<b>Q4</b>	<b>How to purchase FlexiPrepaid Envelope?</b>												
A4	FlexiPrepaid Envelope is available at 696 post offices, 30 Pos On Wheels (POW) and 33 Business Mail Center (BMC) throughout Malaysia.												
<b>Q5</b>	<b>What are the information that must be completed by customers on the FlexiPrepaid Envelope?</b>												
A5	<p>Customers must ensure the complete sender and recipient information as below:</p> <ul style="list-style-type: none"> <li>i. Name</li> <li>ii. Full address</li> <li>iii. Postcode</li> <li>iv. Phone number</li> </ul>												

No.	Questions/Answers																					
Q6	<b>What happened if the item exceeds the weight limit?</b>																					
A6	Pos Malaysia reserves the right not to process the exceed weight limit item and the item will be return to the sender.																					
Q7	<b>Can customers post the FlexiPrepaid Envelope item through any branch of Pos Laju, post offices and Pos-on-Wheels (POW)?</b>																					
A7	No. Customers can only post the FlexiPrepaid Envelope item at the post office and Business Mail Centre counters (for bulk) only.																					
Q8	<b>Is the delivery area for FlexiPrepaid Envelope including domestic and international?</b>																					
A8	No. FlexiPrepaid Envelope are delivered within Malaysia (Domestic) ) only.																					
Q9	<b>What is the standard delivery (SLA) of FlexiPrepaid Envelope?</b>																					
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 &amp; 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	<b>What is the difference between FlexiPrepaid Envelope and Pos Ekspres XpresDrop?</b>																					
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No.	Questions/Answers
<b>Q11</b>	<b>How to track &amp; trace a FlexiPrepaid Envelope item?</b>
A11	<ul style="list-style-type: none"> <li>i. Pos Malaysia website: <a href="http://www.pos.com.my">www.pos.com.my</a></li> <li>ii. Pos Malaysia mobile application</li> </ul>
<b>Q12</b>	<b>If the recipient is not available during delivery, what is the next procedure?</b>
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.
<b>Q13</b>	<b>Can customer request for second delivery service?</b>
A13	No. Item need to be collected at the window delivery counter.
<b>Q14</b>	<b>How long will the item be kept at the window delivery counter?</b>
A14	Item will be kept for 15 calendar days (after the attempted delivery date).
<b>Q15</b>	<b>If recipient did not collect the item within 15 calendar days?</b>
A15	Item will be returned to the sender based on the address provided on the item.
<b>Q16</b>	<b>How to get more information about FlexiPrepaid Envelope?</b>
A16	<ul style="list-style-type: none"> <li><b>i. Pos Line</b> 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)</li> <li><b>ii. Online</b> <ul style="list-style-type: none"> <li>• E-Feedback Form : <a href="https://efeedback.pos.com.my/">https://efeedback.pos.com.my/</a></li> <li>• Email : <a href="mailto:care@pos.com.my">care@pos.com.my</a></li> <li>• Facebook.com/PosMalaysiaBerhad</li> <li>• Twitter.com/Pos4you</li> </ul> </li> </ul> <p>Online support is available: Mon – Fri: 8.30am to 5.30pm (except public holidays)</p>

## SAMPUL FLEXIPREPAID

### SOALAN-SOALAN LAZIM

Bil.	Soalan/Jawapan												
<b>S1</b>	<b>Apa itu Sampul FlexiPrepaid?</b>												
J1	Sampul FlexiPrepaid adalah paket plastik prabayar bagi penghantaran ekonomi yang mempunyai nombor rujukan supaya pelanggan boleh menyemak status penghantaran item.												
<b>S2</b>	<b>Apakah kelebihan menggunakan Sampul FlexiPrepaid?</b>												
J2	<ul style="list-style-type: none"> <li>i. Peket penghantaran yang ekonomi, sesuai untuk perniagaan dalam talian samada individu atau syarikat perniagaan</li> <li>ii. Pilihan saiz yang pelbagai dan mudah digunakan</li> <li>iii. Bukti serahan</li> <li>iv. Jejak dan kesan</li> <li>v. Pampasan sehingga RM300.00</li> </ul>												
<b>S3</b>	<b>Apakah berat maksima bagi item dan harga Sampul FlexiPrepaid?</b>												
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</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> </tr> <tr> <td style="text-align: center;">M</td> <td style="text-align: center;">1kg</td> <td style="text-align: center;">RM6.00</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> </tr> </tbody> </table>	Saiz	Berat	Harga	S	500gm	RM4.50	M	1kg	RM6.00	L	2kg	RM8.00
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<b>S4</b>	<b>Bagaimana cara untuk membeli Sampul FlexiPrepaid?</b>												
J4	Sampul FlexiPrepaid boleh dibeli di 696 pejabat pos, 30 Pos On Wheels (POW) & 33 Pusat Mel Perniagaan (BMC) seluruh Malaysia.												
<b>S5</b>	<b>Apakah maklumat yang perlu dilengkapkan oleh pelanggan pada Sampul FlexiPrepaid ?</b>												
J5	<p>Pelanggan perlu melengkapkan maklumat pengirim dan penerima seperti berikut:</p> <ul style="list-style-type: none"> <li>i. Nama</li> <li>ii. Alamat lengkap</li> <li>iii. Poskod</li> <li>iv. Nombor telefon</li> </ul>												

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