

FLEXIPREPAID

FREQUENTLY ASKED QUESTIONS

No.	Questions/Answers
Q1	What is FlexiPrepaid?
A1	<p>FlexiPrepaid is an economical prepaid sticker introduced by Pos Malaysia to send light weight items and provide freedom to use your own packaging and send e-Commerce items as low as RM3.60.</p> <p>It also comes with Track & Trace services and Proof of Delivery (POD).</p>
Q2	Does the FlexiPrepaid come with its own box or packaging?
A2	<p>No, it does not, however, you are allowed to use your own packaging. FlexiPrepaid comes in two types:</p> <ul style="list-style-type: none"> i. Sticker label ii. <i>Self service</i> printing label through EST – BEST system.
Q3	Who will benefit from using FlexiPrepaid?
A3	<p>FlexiPrepaid is suitable for anyone be it individual customers or business clients that have an online business. It effectively addresses the needs of customers who are looking for reliability and cost efficiency as top priority in their shipping and delivery.</p>
Q4	What are the advantages of FlexiPrepaid?
A4	<p>Benefits of FlexiPrepaid for individual customers include:</p> <ul style="list-style-type: none"> i. Convenience and time-saving. Just purchase the FlexiPrepaid sticker according to item's weight and simply stick it onto your own box or packaging. ii. Proof of delivery iii. Trackable & traceable iv. Compensation of up to RM92.00 <p>Benefits of FlexiPrepaid for business /contract customers include:</p> <ul style="list-style-type: none"> i. Proof of delivery ii. Trackable & traceable iii. Compensation of up to RM92.00 iv. Free pick-up service <p>Customers can use the Electronic Shipping Tool (EST) system to purchase the FlexiPrepaid sticker through payment deduction from Prepaid Account.</p>

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Q5	What is Electronic Shipping Tools (EST) system?												
A5	EST system is available only for business customers who need to print FlexiPrepaid sticker for large volume of deliveries as it saves more time.												
Q6	What is the weight limit and price for FlexiPrepaid?												
A6	<table border="1" data-bbox="467 566 1276 734"> <thead> <tr> <th data-bbox="467 566 544 607">No.</th> <th data-bbox="544 566 925 607">Weight</th> <th data-bbox="925 566 1276 607">Price (RM)</th> </tr> </thead> <tbody> <tr> <td data-bbox="467 607 544 647">1</td> <td data-bbox="544 607 925 647">Up to 500gm</td> <td data-bbox="925 607 1276 647">3.60</td> </tr> <tr> <td data-bbox="467 647 544 687">2</td> <td data-bbox="544 647 925 687">Above 500gm up to 1kg</td> <td data-bbox="925 647 1276 687">5.60</td> </tr> <tr> <td data-bbox="467 687 544 728">3</td> <td data-bbox="544 687 925 728">Above 1kg up to 2kg</td> <td data-bbox="925 687 1276 728">7.10</td> </tr> </tbody> </table>	No.	Weight	Price (RM)	1	Up to 500gm	3.60	2	Above 500gm up to 1kg	5.60	3	Above 1kg up to 2kg	7.10
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Q7	What is the standard delivery (SLA) of FlexiPrepaid?												
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Q8	Where can customer purchase FlexiPrepaid?												
A8	The FlexiPrepaid sticker can be purchased at 696 post offices throughout the country and through the EST system (contract customers).												
Q9	Can customers post the FlexiPrepaid item through any branch of Pos Laju, post offices and Pos-on-Wheels (POW)?												
A9	No. Customers can only make FlexiPrepaid posting at the post office and Business Mail Centre counters (for bulk).												
Q10	Can FlexiPrepaid be used for international posting?												
A10	No. FlexiPrepaid can be used for posting within Malaysia only.												
Q11	What is the difference between Pos Laju and FlexiPrepaid sticker ?												
A11	Pos Laju offers premium service with next day delivery standard, whilst FlexiPrepaid offers economy service with delivery standard between D+3 to D+7												

No.	Questions/Answers
Q12	How to track & trace a FlexiPrepaid item?
A12	<ul style="list-style-type: none"> i. Pos Malaysia website: www.pos.com.my ii. Pos Malaysia mobile application
Q13	What are the procedures taken by Pos Malaysia FlexiPrepaid for missed delivery of a FlexiPrepaid item to the recipient?
A13	The postman will leave a call card at recipient's premise to collect the FlexiPrepaid item at a window delivery counter, either at the post office or a specified Delivery Branch.
Q15	Where can customers get more information about FlexiPrepaid and to register as a contract customer?
A15	<ul style="list-style-type: none"> i. Pos Line: 1-300-300-300 <ul style="list-style-type: none"> a. Monday – Friday : 8.30am – 8.00pm b. Saturday : 8.30am – 5.00pm c. (except for public holidays and the first Saturday of the month) ii. b) email : care@pos.com.my iii. c) Facebook.com/AskPos iv. d) Twitter.com/AskPos v. e) www.pos.com.my