



## INTERNATIONAL TRACKED LABEL FREQUENTLY ASKED QUESTIONS

No.	Questions/Answers																																																																																																																																		
<b>Q1</b>	<b>What is Tracked label (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 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;">14</td> <td style="text-align: center;">Germany</td> <td style="text-align: center;">27</td> <td style="text-align: center;">Malta</td> <td style="text-align: center;">40</td> <td style="text-align: center;">Slovenia</td> <td style="text-align: center;">53</td> <td style="text-align: center;">Dominican Rep.</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">Austria</td> <td style="text-align: center;">15</td> <td style="text-align: center;">Greece</td> <td style="text-align: center;">28</td> <td style="text-align: center;">Mauritius</td> <td style="text-align: center;">41</td> <td style="text-align: center;">South Africa</td> <td style="text-align: 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<b>Q3</b>	<b>What is the estimated delivery time for item posted using the Tracked label?</b>																																																																																																																																		
A3	6-11 working days.																																																																																																																																		
<b>Q4</b>	<b>What are the benefits of Tracked label?</b>																																																																																																																																		
A4	<p>a. Mail drop delivery to recipient's letter box with online tracking feature.</p> <p>b. Suitable for lightweight e-Commerce items up to 2kg.</p>																																																																																																																																		
<b>Q5</b>	<b>How much is the price of the Tracked label?</b>																																																																																																																																		
A5	Flat rate price of RM9.60 (not inclusive of postage)																																																																																																																																		

<p><b>Q6</b></p>	<p><b>How to use the Tracked label?</b></p>
<p>A6</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>Q7</b></p>	<p><b>Where is the Tracked label available for purchase?</b></p>
<p>A7</p>	<p>a. Post Office and General Post Office counters          b. Pos-on-Wheels (POW)          c. PosBOX Branch (Bangsar South only)          d. Available online at <a href="https://www.eziemall.com/">https://www.eziemall.com/</a></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          b. Pos-on-Wheels (POW)          c. PosBOX Branch (Bangsar South only)  <i>Posting at yellow or red posting box is not allowed.</i></p>
<p><b>Q10</b></p>	<p><b>Does the Tracked service provide Proof of Delivery (POD)?</b></p>
<p>A10</p>	<p>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.</p>
<p><b>Q11</b></p>	<p><b>Can customer claim for compensation on delay in delivery, loss or damage on item posted using this Tracked service?</b></p>
<p>A11</p>	<p>No liability on compensation for this Tracked service.</p>

<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>