

SMALL PACKET INTERNATIONAL

FREQUENTLY ASKED QUESTIONS

No.	Questions/Answers																						
Q1	What is International Small Packet?																						
A1	International Small Packet is a service introduced by Pos Malaysia for sending items not more than 500g to an overseas destination by air.																						
Q2	What is the service offered by International Small Packet?																						
A2	<ul style="list-style-type: none"> • Ordinary Small Packet International • Small Packet International + Registered Label • Small Packet International + Tracked label 																						
Q3	What is the minimum and maximum dimension for International Small Packet?																						
A3	Minimum : 140mm (P) x 90mm(L) x 1mm (T) Maximum : 600mm (P) $(P) + (2L) + (2T) \leq 900\text{mm}$																						
Q4	What is the country/destination, estimated delivery time and rate for International Small Packet?																						
A4	Please refer to the table below for the estimated delivery time and rate for International Small Packet: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="text-align: center;">Zone</th> <th rowspan="2" style="text-align: center;">Countries</th> <th rowspan="2" style="text-align: center;">Estimated Delivery Time (Working Days)</th> <th colspan="2" style="text-align: center;">Rate (RM)*</th> </tr> <tr> <th style="text-align: center;">250g</th> <th style="text-align: center;">500g</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Brunei, Singapore, Laos, Cambodia, Myanmar, Thailand, Philippines, Indonesia, Vietnam</td> <td style="text-align: center;">4 - 10</td> <td style="text-align: center;">35.00</td> <td style="text-align: center;">39.90</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Afghanistan, Australia, Bangladesh, Bhutan, China, Christmas Island, Cocos Island, Fiji, Hong Kong, India, Japan, North Korea, South Korea, Macao, Maldives, Nepal, New Zealand, Cook Islands, Niue Islands, Tokelau Islands, Norfolk Islands, Pakistan, Papua New Guinea, Sri Lanka, Timor Leste, Taiwan</td> <td style="text-align: center;">5 - 11</td> <td style="text-align: center;">45.00</td> <td style="text-align: center;">75.00</td> </tr> <tr> <td style="text-align: center;">3</td> <td>Other Countries</td> <td style="text-align: center;">6 - 11</td> <td style="text-align: center;">50.00</td> <td style="text-align: center;">82.00</td> </tr> </tbody> </table> <p><i>* International Small Packet published rate above is subject to 10% additional surcharge (fuel surcharge) in Ringgit Malaysia (RM).</i></p> <p><i>The estimated delivery time listed applies to major cities only. Delivery to area outside of major cities may incur additional days. Delivery time is also subject to custom clearance process.</i></p> <p><i>For Registered & Tracked items, an additional day is needed because it is a recorded delivery service.</i></p>	Zone	Countries	Estimated Delivery Time (Working Days)	Rate (RM)*		250g	500g	1	Brunei, Singapore, Laos, Cambodia, Myanmar, Thailand, Philippines, Indonesia, Vietnam	4 - 10	35.00	39.90	2	Afghanistan, Australia, Bangladesh, Bhutan, China, Christmas Island, Cocos Island, Fiji, Hong Kong, India, Japan, North Korea, South Korea, Macao, Maldives, Nepal, New Zealand, Cook Islands, Niue Islands, Tokelau Islands, Norfolk Islands, Pakistan, Papua New Guinea, Sri Lanka, Timor Leste, Taiwan	5 - 11	45.00	75.00	3	Other Countries	6 - 11	50.00	82.00
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No.	Questions/Answers
Q5	What happen if the International Small Packet exceeds the maximum weight limit of 500g?
A5	It will not be processed and will be returned to sender.
Q6	Where can the posting of item using International Small Packet be done?
A6	<ul style="list-style-type: none"> a. Post Office counters b. Pos-on-Wheels (POW) c. PosBOX Branch (Bangsar South only) d. National Mel Centre (NMC) for posting in bulk
Q7	Is posting at yellow or red posting box allowed for International Small Packet?
A7	No
Q8	What is the method of payment for purchase of International Small Packet?
A8	Cash payment only
Q9	Did stamp is allowed for payment on International Small packet postage?
A9	No. Stamp is not allowed for International Small Packet postage payment
Q10	What are the documents that customers need to fill out when posting of International Small Packet?
A10	Customers need to fill in the CN23/CN22 form that available at the counter
Q11	What happens if the CN23/CN22 form is not filled in completely?
A11	The package will be deferred, and the package may or may not be opened by the relevant agency in the destination country if the package is in doubt.
Q12	What is the information I need to fill in when posting International Small Packet?
A12	Please fill in the sender and recipient details (name, address, postcode, city, country, and phone number). Also, please fill in the Customs Declaration section on CN23/CN22 form. Please refer 'Customs Declaration' FAQ at https://www.pos.com.my/faq/ for details.
Q13	What are the items that cannot be sent using International Small Packet?
A13	Customers are not allowed to send prohibited items and dangerous goods via the postal service. For more information, please refer to 'Prohibited Items' and 'Dangerous Goods' at Pos Malaysia Website or scan the QR Code below for details. Also, please ensure that the import regulations of the destination countries are adhered to.

No.	Questions/Answers
	
Q14	Can I have my item insured when using International Small Packet?
A14	International Small Packet does not have insurance coverage. However, customer can opt for insurance if the International Small Packet item is using Registered service.
Q15	Does International Small Packet have track and trace feature?
A15	International Small Packet does not have track and trace feature. This feature is only available if the International Small Packet item is using Registered or Tracked service (terms and conditions apply).
Q16	Does International Small Packet have proof of delivery (POD)?
A16	International Small Packet does not have POD unless it is using the Registered service.
Q17	Is there any compensation if the item sent is delayed?
A17	There is no compensation for delayed items.
Q18	Is there any compensation if the item sent is lost or damage?
A18	No compensation for lost or damaged items unless they are using the Registered service (terms and conditions apply).
Q19	How does customer make inquiry on International Small Packet?
A19	a. AskPos at www.pos.com.my b. Visit Facebook www.facebook.com/PosMalaysiaBerhad c. Visit Twitter www.twitter.com/Pos4you