

## FAQ Product : PosLaju Prepaid

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<b>Q1</b>	<p><b>What is PosLaju Prepaid Envelope/Box?</b></p> <p>PosLaju Prepaid Envelope/Box is a products with concept of “pay, pack and post” whereby customer can purchase it earlier, insert item in to it and post it at PosLaju counter. PosLaju Prepaid Envelope/Box provides convenient and cost-saving shipping solution for sending item with weight limit range between 500g up to 10kg within Malaysia. There are 2 types of PosLaju Prepaid Envelope/Box as below:</p> <table border="1"> <thead> <tr> <th>Type by colour</th> <th>Delivery Zone</th> <th>Coverage</th> </tr> </thead> <tbody> <tr> <td>1. Orange</td> <td>Zone 1 Zone 2</td> <td> <ul style="list-style-type: none"> <li>Local Town Delivery</li> <li>Within Peninsular Malaysia/ Within Sarawak/ Within Sabah</li> </ul> </td> </tr> <tr> <td>2. Blue</td> <td>Zone 3 Zone 4 Zone 5</td> <td> <ul style="list-style-type: none"> <li>Between Sabah &amp; Sarawak</li> <li>Between Peninsular Malaysia &amp; Sarawak</li> <li>Between Peninsular Malaysia &amp; Sabah</li> </ul> </td> </tr> </tbody> </table>	Type by colour	Delivery Zone	Coverage	1. Orange	Zone 1 Zone 2	<ul style="list-style-type: none"> <li>Local Town Delivery</li> <li>Within Peninsular Malaysia/ Within Sarawak/ Within Sabah</li> </ul>	2. Blue	Zone 3 Zone 4 Zone 5	<ul style="list-style-type: none"> <li>Between Sabah &amp; Sarawak</li> <li>Between Peninsular Malaysia &amp; Sarawak</li> <li>Between Peninsular Malaysia &amp; Sabah</li> </ul>																																																																										
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<b>Q2</b>	<p><b>How much is it, the weight limit and which area can I send it?</b></p> <table border="1"> <thead> <tr> <th>Type Orange</th> <th>Envelope - S</th> <th>Envelope - L</th> <th>Box - S</th> <th>Box - M</th> <th>Box - L</th> </tr> </thead> <tbody> <tr> <td><b>Price (RM)</b></td> <td>6.00</td> <td>9.00</td> <td>13.00</td> <td>20.00</td> <td>30.00</td> </tr> <tr> <td><b>Estimated Content Weight (kg)</b></td> <td>500g</td> <td>1kg</td> <td>2kg</td> <td>5kg</td> <td>10kg</td> </tr> <tr> <td rowspan="4"><b>Service Coverage</b></td> <td colspan="2">Origin</td> <td colspan="3">Destination</td> </tr> <tr> <td colspan="2">Peninsular Malaysia</td> <td>→</td> <td colspan="2">Peninsular Malaysia (As-Is)</td> </tr> <tr> <td colspan="2">Sabah</td> <td>→</td> <td colspan="2">Sabah (New)</td> </tr> <tr> <td colspan="2">Sarawak</td> <td>→</td> <td colspan="2">Sarawak (New)</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Type Blue</th> <th>Envelope - S</th> <th>Envelope - L</th> <th>Box - S</th> <th>Box - M</th> <th>Box - L</th> </tr> </thead> <tbody> <tr> <td><b>Price (RM)</b></td> <td>10.00</td> <td>15.00</td> <td>25.00</td> <td>55.00</td> <td>95.00</td> </tr> <tr> <td><b>Estimated Content Weight (kg)</b></td> <td>500g</td> <td>1kg</td> <td>2kg</td> <td>5kg</td> <td>10kg</td> </tr> <tr> <td rowspan="5"><b>Service Coverage</b></td> <td colspan="2">Origin</td> <td colspan="3">Destination</td> </tr> <tr> <td colspan="2">Peninsular Malaysia</td> <td>→</td> <td colspan="2">Sabah/Sarawak (New)</td> </tr> <tr> <td colspan="2">Sabah/Sarawak</td> <td>→</td> <td colspan="2">Peninsular Malaysia (New)</td> </tr> <tr> <td colspan="2">Sabah</td> <td>→</td> <td colspan="2">Sarawak (New)</td> </tr> <tr> <td colspan="2">Sarawak</td> <td>→</td> <td colspan="2">Sabah (New)</td> </tr> </tbody> </table>	Type Orange	Envelope - S	Envelope - L	Box - S	Box - M	Box - L	<b>Price (RM)</b>	6.00	9.00	13.00	20.00	30.00	<b>Estimated Content Weight (kg)</b>	500g	1kg	2kg	5kg	10kg	<b>Service Coverage</b>	Origin		Destination			Peninsular Malaysia		→	Peninsular Malaysia (As-Is)		Sabah		→	Sabah (New)		Sarawak		→	Sarawak (New)		Type Blue	Envelope - S	Envelope - L	Box - S	Box - M	Box - L	<b>Price (RM)</b>	10.00	15.00	25.00	55.00	95.00	<b>Estimated Content Weight (kg)</b>	500g	1kg	2kg	5kg	10kg	<b>Service Coverage</b>	Origin		Destination			Peninsular Malaysia		→	Sabah/Sarawak (New)		Sabah/Sarawak		→	Peninsular Malaysia (New)		Sabah		→	Sarawak (New)		Sarawak		→	Sabah (New)	
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Q4	<b>What are the advantage of using of this PosLaju Prepaid Envelope/Box offered by PosLaju?</b>																		
	PosLaju Prepaid Envelope/Box offers a cost saving and convenient way for customer to courier their shipment																		
Q5	<b>Can I use PosLaju Prepaid Envelope/Box: Type Blue (From Peninsular to Sabah Sarawak, Vice Versa) for sending item within Peninsular Malaysia?</b>																		
	<p>Yes you can. PosLaju Prepaid Envelope/Box <b>Type Blue*</b> can be sent to <b>Type Orange*</b> delivery area due to the pricing of blue type is higher that orange type pricing.</p> <p>*Note :</p> <p><b>Orange Type</b> : Within Peninsular Malaysia, Within Sarawak and Within Sabah</p> <p><b>Blue Type</b> : Between Sabah &amp; Sarawak, Between Peninsular Malaysia &amp; Sarawak, Between Peninsular Malaysia &amp; Sabah</p>																		
Q6	<b>Where can customer purchase PosLaju Prepaid Envelope/Box?</b>																		
	PosLaju Prepaid Envelope/Box are available at Pusat PosLaju, Pejabat Pos, Kiosk PosLaju, Pusat Perkhidmatan PosLaju, Ejen Jualan PosLaju (eg MBE, Proton Edar), PosLaju Go2u dan PosLaju e-Store.																		
Q7	<b>How to use PosLaju Prepaid Envelope/Box?</b>																		
	<ol style="list-style-type: none"> <li data-bbox="347 1541 1399 1641">1. Purchase PosLaju Prepaid Envelope/Box at any of the selected sales outlet. Ensure the PosLaju Prepaid Envelope/Box bought is according to your needs (Destination, size/weight)</li> <li data-bbox="347 1641 1399 1686">2. Place your item in the PosLaju Prepaid Envelope/Box and seal it tightly.</li> <li data-bbox="347 1686 1399 1776">3. Fill up the shipment slip (Borang Kiriman Domestik) and insert it into the plastic pocket on the PosLaju Prepaid Envelope/Box.</li> <li data-bbox="347 1776 1399 1865">4. Post the item at the nearest PosLaju outlets or call On Demand Pick-up Hotline 1 300 22 5258 and made payment accordingly.</li> </ol>																		
Q8	<b>Is there any charges for PosLaju Prepaid Envelope/Box Pick Up Services?</b>																		
	Yes. RM5.00 will be charged for each pick up, regardless of the quantity of the PosLaju Prepaid Envelope/Box																		

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Q9	<b>Will PosLaju accept PosLaju Prepaid Envelope/Box if it's exceeding the suggested weight limit?</b>
	Yes. The posting is acceptable provided the shape of the PosLaju Prepaid Envelope/Box is unchanged. However PosLaju will not be responsible for any refund, lost or damage occurred due to exceeding the suggested weight limit.
Q10	<b>Can I use the PosLaju Prepaid Envelope/Box for sending items to International?</b>
	PosLaju Prepaid Envelope/Box is for delivery within Malaysia only.
Q11	<b>Can I use the PosLaju Prepaid Envelope/Box for Time Certain Service (TCS)?</b>
	PosLaju Prepaid Envelope/Box is only for Next Day Delivery. It cannot be used for other premium service offered by PosLaju i.e. Same Day Delivery, Time Certain Service or Putrajaya Ekspres.
Q12	<b>Is volumetric calculation imposed when the item packed into PosLaju Prepaid Envelope/Box?</b>
	Volumetric calculation will not be imposed to PosLaju Prepaid Envelope/Box.
Q13	<b>Can contract customer purchase PosLaju Prepaid Envelope/Box?</b>
	Yes. Contract customer can purchase PosLaju Prepaid Envelope/Box.
Q14	<b>Is PosLaju Prepaid Envelope/Box same as PosLaju Flyers Pack?</b>
	No. The pricing for PosLaju Prepaid Envelope/Box are inclusive of posting while the pricing for PosLaju Flyers Packs are not included with the posting price.
Q15	<b>Can I purchase insurance offers by PosLaju when I use PosLaju Prepaid Envelope/Box?</b>
	Yes. Insurance is offered to all PosLaju products.
Q16	<b>Can I claim compensation if the contents appear to be damaged when inserted into the PosLaju Prepaid Envelope/Box?</b>
	<p>PosLaju will compensate for damage as accordance to Terms &amp; Conditions stated on the shipment slip (Borang Kiriman Domestik).</p> <p>PosLaju will not be responsible for any damage caused by PosLaju Prepaid Envelope/Box could not support the weight of the contents. Therefore, it is customer's responsibility to pack the content with proper packaging when the customer found that PosLaju Prepaid Envelope/Box is inappropriate with the content.</p>
Q17	<b>Is the handling process for my item will be different should I had used PosLaju Prepaid Envelope/Box?</b>
	The handling of the item will be as per common practice for Next Day Delivery.

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<p><b>Q18</b></p>	<p><b>Is there any tracking number issued for PosLaju Prepaid Envelope/Box?</b></p> <p>Yes. You can track your shipment using the tracking number printed on the shipment slip (Borang Kiriman Domestik)</p>
<p><b>Q19</b></p>	<p><b>How do I track my shipment?</b></p> <p>You can track your shipment online at <a href="http://www.poslaju.com.my">www.poslaju.com.my</a> and <a href="http://www.pos.com.my">www.pos.com.my</a> or call our call centre at 1-300-300-300</p>
<p><b>Q20</b></p>	<p><b>Did PosLaju Prepaid Envelope/Box provide proof of delivery?</b></p> <p>Yes. We provide proof of delivery for PosLaju Prepaid Envelope/Box and it can be retrieved via <a href="http://www.poslaju.com.my">www.poslaju.com.my</a> and <a href="http://www.pos.com.my">www.pos.com.my</a>. Besides that, we also offer services such as second delivery and redirection to the new address (within the same area only).</p>
<p><b>Q21</b></p>	<p><b>What happens if the PosLaju Prepaid Envelope/Box failed to be delivered on the next day after posting? Will I'm being able to get the refund for the prepaid charge?</b></p> <p>PosLaju will do the delivery according to the standard as promised. However, there will be no refund for PosLaju Prepaid Envelope/Box charges should there be any delay in delivery.</p>
<p><b>Q22</b></p>	<p><b>Will PosLaju compensate me if my item in PosLaju Prepaid Envelope/Box got damaged or lost?</b></p> <p>PosLaju will compensate for damage or lost as accordance to Terms &amp; Conditions stated on the shipment slip (Borang Kiriman Domestik).</p> <p>Despite the above, there is no compensation if the damage or lost of the content is due to exceeding the suggested weight limit.</p>
<p><b>Q23</b></p>	<p><b>I lost the shipment slip, where can I get the new one?</b></p> <p>The shipment slips are available at any PosLaju or Post Office outlets.</p>
<p><b>Q24</b></p>	<p><b>I bought PosLaju Prepaid Envelope/Box at a convenience store/Post Office, but when I reached home I found it is torn. Can I get a replacement for the torn PosLaju Prepaid Envelope/Box?</b></p> <p>All PosLaju Prepaid Envelope/Box sold are deemed to be in good condition. As such, customers are advice to inspect the PosLaju Prepaid Envelope/Box purchased at the point of purchase before leaving the counter.</p>
<p><b>Q25</b></p>	<p><b>I received the PosLaju Prepaid Envelope/Box from my friend, can I re-use it for my next posting?</b></p> <p>No. Each PosLaju Prepaid Envelope/Box will be stamped upon posting as a proof of posting acceptance. Thus, PosLaju Prepaid Envelope/Box with posting stamp or torn/reattach marks will be declined for new posting.</p>

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<b>Q26</b>	<b>What are the advantages of PosLaju Prepaid Envelope/Box compared to Pos Ekspres?</b>
	PosLaju Prepaid Envelope/Box has POD while Pos Ekspres delivered via mail drop. Besides that, PosLaju Prepaid Envelope/Box also provides value added service where customer may request for second delivery or redirection to a new address in the same area of delivery. In addition, in any event of loss or damage of PosLaju Prepaid Envelope/Box, customer may claim for higher value of compensation (subject to loss or damage which is not caused by excessive weight or posting of prohibited goods).

PosLaju Prepaid Envelope/Box (Orange)

Service Coverage	Origin	Destination
	Peninsular Malaysia	Peninsular Malaysia
	Sabah	Sabah
	Sarawak	Sarawak

Type: Prepaid Envelope S  
 Size: 280mm x 200mm  
 Max. Weight: 500g  
 Price: RM6



Type: Prepaid Envelope L  
 Size: 380mm x 320mm  
 Max. Weight: 1kg  
 Price: RM9



Type: Prepaid Box S  
 Size: 340mm x 250mm x 80mm  
 Max. Weight: 2kg  
 Price: RM13



Type: Prepaid Box M  
 Size: 340mm x 250mm x 150mm  
 Max. Weight: 5kg  
 Price: RM20



Type: Prepaid Box L  
 Size: 380mm x 320mm x 200mm  
 Max. Weight: 10kg  
 Price: RM30



PosLaju Prepaid Envelope/Box (Blue)

	Origin	Destination
<b>Service Coverage</b>	Peninsular Malaysia	Sabah/Sarawak
	Sabah/Sarawak	Peninsular Malaysia
	Sabah	Sarawak
	Sarawak	Sabah

Type: Prepaid Envelope S  
 Size: 280mm x 200mm  
 Max. Weight: 500g  
 Price: RM10



Type: Prepaid Envelope L  
 Size: 380mm x 320mm  
 Max. Weight: 1kg  
 Price: RM15



Type: Prepaid Box S  
 Size: 340mm x 250mm x 80mm  
 Max. Weight: 2kg  
 Price: RM25



Type: Prepaid Box M  
 Size: 340mm x 250mm x 150mm  
 Max. Weight: 5kg  
 Price: RM55



Type: Prepaid Box L  
 Size: 380mm x 320mm x 200mm  
 Max. Weight: 10kg  
 Price: RM95

