

# Hongkong Post





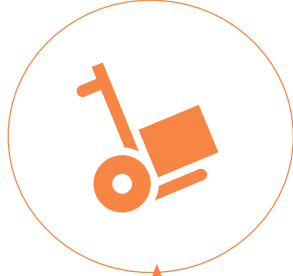
## eCommerce Services Overview

Since 1841, Hongkong Post has been responsible for providing citizens with letter and parcel services both within and outside of Hong Kong.

HKP is an official postal service provider and has several key responsibility related to logistic and shipping :

- to support small and medium-sized enterprises (SMEs) in simplifying international logistics services in order to streamline the shipping process, increase operation efficiency and ensure effective delivery.

# What We Have to Offer for eCommerce Clients



## Hybrid Local Delivery

- Cost-saving local delivery, including door delivery, self collection at Counter, iPostal, and 7-Eleven.
- No remote area surcharge
- No volumetric surcharge
- Next day delivery



## E-Express+

- Coverage more than 40+ destinations
- Fully tracked service up to 2 KG
- Compensation for lost parcels
- No Volumetric Surcharge



## SpeedPost

- Speedy delivery for most destinations.
- High compensation value included.
- No volumetric surcharge
- Max Weight: 20 / 30KG
- Pick Up Service



## EC-GO

- Parcel consolidation and forwarding service
- Designed for online marketplace for return solutions
- Next Day Arrival

# Customized Local Delivery Service – Hybrid Solutions



Hongkong Post has the strongest local network with flexible parcel collection to ensure on-time parcel delivery within 48 hours in general. The recipient gets the updated parcel status with a pre-alerted SMS notification.

Charge by  
ACTUAL Weight /  
~~No Volumetric Charge~~

Coverage HK everywhere /  
No Remote Charge

Up to  
**20KG**

Max Length  
**1.5 Meter**

Online  
Tracking

SMS  
Notification

## Your Preferred 4 Delivery Option(s)

Up to **751** pick-up  
points available!

FOUR Delivery Choices	Max Weight	Coverage
Local Door Delivery	Up to 2 KG	Coverage the entire Hong Kong
Counter Collection @ Post Office	Up to 20KG	119 Post Offices
iPostal Stations operates 24 / 7*	Up to 20KG	162 iPostal Stations
7-Eleven Convenience Store	Up to 2 KG	470 Stores



# LOCAL DELIVERY OVERVIEW

For any failed attempt, the postman will update the record online ; the parcel will be routed to the nearby post office for collection for 7 days!

If Failed Attempt



Self Drop Off @ Post Offices



Next Day Delivery



Same Day

Sorting



4 Preferred Delivery Options



Pre-alerted SMS Notification & Online Tracking Status Availability



Successful Delivery with online tracking status shown at Hongkong Post as “Your parcel has been delivered successfully”

# SIZE & WEIGHT LIMITATION & COMPENSATION POLICY



	Door Delivery	Post Office Counter Collection	iPostal Stations	7-Eleven
Size Limitation	L + W + H = < 90cm Max Length = < 60cm	Max Length = < 1.5M Max Girth = < 3M	L = 38CM, W 45CM, H 26CM	L + W + H = < 90cm Max Length = < 60cm
Weight Limitation	Max 2KG	Max 20KG	Max 20KG	Max 2KG
Compensation Policy	Max: \$320 / packet	Max: \$320 / packet	Max: \$320 / packet	No Compensation
Retention Period	One attempt; and if there is any unsuccessful delivery, the item will be routed to the nearby post office for collection.	5 days	48 hours	48 hours





## International Delivery

Hongkong Post is dedicated to working with eCommerce customers to provide hassle-free cross border shipping experience and leverage our postal network to offer flexibility and convenience to the community.

- It is our goal to provide cost effective logistic solutions to eCommerce platforms

We are committed to delivering professional, efficient, and reliable international delivery services to our customers, including:

General End to End International Service	Dedicated Services for Online e-Commerce Platforms
e-Express+	Special Lane Service
Speedpost (EMS)	

# KEY FEATURES OF USING HONGKONG POST CHANNEL



**Online Tracking  
Status Availability**



**Simplified Customs  
Declaration**

**DDU  
(Delivered Duty Unpaid)**



**No Remote Surcharge  
&  
Free Return For  
Undeliverable Items**



**Postage is charge  
by  
Actual Weight  
Only**





# E-EXPRESS+ X 56 DESTINATIONS

Hongkong Post offers speedy and affordable small parcel solution up to 2KG for sending ecommerce commodities to your overseas customers.

Continent	Destination
Asia	The Mainland, Cambodia, India, Indonesia, Japan, Korea, Macao, Malaysia, the Philippines, Singapore, Thailand, United Arab Emirates and Viet Nam
Europe	Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Ireland, Latvia, Luxembourg, the Netherlands, Norway, Poland, Portugal, Serbia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom
Oceania	Australia, New Zealand
North America	Canada and the United States
South America	Brazil
Africa	South Africa



# SPEEDPOST (EMS) X 70 DESTINATIONS

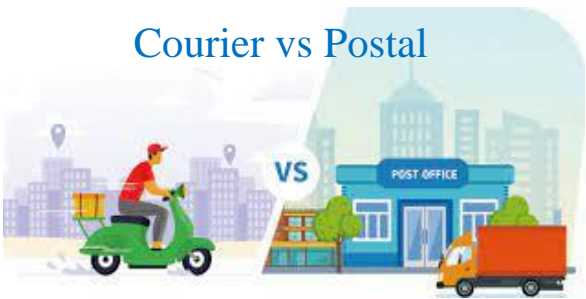
**Global Coverage | Quality & Speedy Courier Service | Full Tracking | Pick-up Service Available**



- International courier service with global network
- Reliable, convenient and value for money express delivery services
- Parcels can be delivered as early as next working day\*
- Additional Insurance Coverage is available.
- Proof of Delivery with Signature



# eCommerce Cross Border Delivery Flow



- No Additional Surcharge (Fuel | Remote Area)
- Free Return Management



Customs:  
Tax & Duty

- DDU – Delivered Duty Unpaid
- Postal clearance vs commercial clearance



Return Management



Last Mile Delivery

E2E

Pick Up / Drop Off

Direct Injection

Freight Forwarding

Consolidation

Airfreight Uplifting



## General End to End International Service **VS.** Special Lane ECLB Service

Service features	General End to End International Service	Special Lane ECLB Service
<b>Target Client</b>	Individual / SMEs	Online e-Commerce Platforms
<b>Air Freight Arrangement</b>	Clients Do Not Need To Make Arrangements	Clients Arranges By Themselves
<b>Posting Method</b>	Post Directly At Any Post Office	Drop Off Items Directly At The Airport CTO
<b>Posting Items</b>	Limited To General Items	Accept Build in Battery Products (PI967) & Cosmetic Items
<b>Duty Tax</b>	DDU (Delivered Duty Unpaid)	DDU (Delivered Duty Unpaid)
<b>API Integration</b>	No Need	Need
<b>Customize your own route</b>	No	Yes



# We Accept Build in Battery Products (PI967) For Special Lane service



MP3 Players



Pedometer/ Steps Monitor gadget



Remote Control Airplane



Digital Watch



Sport/ Health

Monitoring band



Small Beauty Appliance



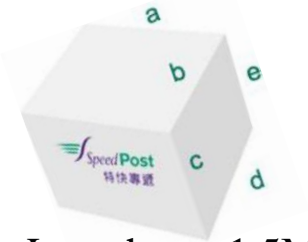
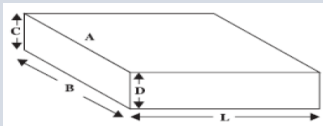
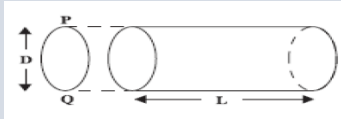
Bluetooth headsets

# We Accept Cosmetic & Skin Care Personal Care Products For Special Lane service





# Items Size, Weight and Compensation Policy

	SpeedPost (EMS)	e-Express+	Special Lane ECLB
Size Limitation	 <p>Max Length = &lt; 1.5M Max Length + Girth = &lt; 3M</p>	 <p><b>Parcel Type</b> of Packing: L + W + H = &lt; 90cm Max Length = &lt; 60cm</p>	 <p><b>Roll Shape</b> of Packing: L + 2D = &lt; 104cm Max Length = &lt; 90cm</p>
Weight Limitation	Max 30KG	Max 2KG	
Compensation Policy	Compensation value is up to HK\$1500 or declared item value whichever is lower	HK\$1,000 (for any item weighing 500g or above);  HK\$500 (for any item weighing less than 500g).	No Compensation





# Max Declaration Value for Imported Goods & Threshold

De minimis value – packets can be exempted from formal customs and declaration procedures, import duties and taxes under the postal clearance	
DESTINATION	POSTAL VAT Threshold
Australia	USD 637 / AUD 1,000
Japan	USD 65 / YEN 10,000
Malaysia	USD 115 / RM 500
New Zealand	USD 588 / NZD 1,000
Philippines	USD 200 / PHD 10,000
Singapore	USD 293 / SGD 400
South Korea	USD 150 / KRD 150,000
China	USD 110 / RMB 800



\*Destination customs has the rights and authority to make the final decision on the tax details of any imported goods.  
Please re-confirm with local customs prior to shipping.

# API Integration for Address label Generation & Track & Trace

 		 LP037787855HK KR		<b>Customs Declaration 報關單</b> CN 23 May be opened officially by Customs 本件得由海關開拆 Online transaction number (to be provided by the sender) 網上交易編號 (由寄件人提供): Remarks: This online transaction number is the reference number used between the sender and addressee for online transaction. It is not the item tracking number provided by Hongkong Post and it cannot be used for Hongkong Post's mail tracking purpose. 註: 此編號為寄件人與收件人進行網上交易時所指定的網上交易編號,並非由香港郵政提供的郵件編號。此編號不能用作香港郵政的郵件追蹤用途。		 HONG KONG CHINA 中國香港 PT-XXXXX-0	
From 由: Mr A 香港郵政總部 香港中環康樂廣場二號 Hong Kong SAR  Tel 電話: 29212222				To 至: CHSN TAI MAN Toyoko Inn Osaka Tenjinbashi-suji Rokuchome Osaka Korea, South  Tel 電話: +81643971045			
Detailed description of contents 內載物品詳情		Quantity 數量	Net Weight(Kg) 淨重量(公斤)	Value 價值 (HKD)	For commercial items only 只適用於商用投寄 HS tariff number 協制編號		Origin of Goods 來源地
Clothings		1	1.0	100.0	42034000		China, Mainland
Total 總數:		1	1	100	Insured Amt 保險額(HKD): \$0.0		
Category of item 物品類別 <input checked="" type="checkbox"/> Sales of goods 銷售貨物 <input type="checkbox"/> Returned Goods 退回貨物 <input type="checkbox"/> Gifts 禮物 <input type="checkbox"/> Documents 文件 <input type="checkbox"/> Commercial Sample 商用樣本 <input type="checkbox"/> Other 其他 (說明 Specify):				Importer's reference(if any)(tax code/VAT No./Importer code) 進口商編號(如適用)(稅號/增值稅號/進口商代號)			
Licence No(s) 牌照編號:		Certificate No(s) 證明文件編號:		Invoice No(s) 發票單編號:		Comments 註釋 (e.g. goods subject to quarantine, sanitary/phytosanitary inspection or other restrictions 例如: 貨物須經隔離/檢疫/植物檢疫或其他限制)	
Importer's telephone/fax/email(if applicable) 進口商電話/傳真/電郵(如適用)				Date & Sender's signature 日期及寄件人簽署 I certify that all information on this customs declaration form is correct and that the contents are not dangerous items or prohibited items as per legislation, postal regulations or customs regulations. 茲證明此報關單上所列資料全屬正確,以及此郵件並無載有任何法例、郵政條例或海關條例的危險品或違禁品。			

Item Number: LP128910534HK

Destination: JAPAN (4 Days)

Date & Time *	Location	Delivery Status <sup>2</sup>
06-12-2024 11:26	HONG KONG	Sender is preparing item for posting
06-12-2024 14:48	HONG KONG	Posted
06-12-2024 15:06	HONG KONG	Handed over to carrier / Left for destination
09-12-2024 10:30	JAPAN	Arrived at processing centre (inward office of exchange)
10-12-2024 09:00	JAPAN	Held by customs
11-12-2024 01:00	JAPAN	Released from Customs / Despatched from processing centre (inward office of exchange)
11-12-2024 10:12	JAPAN	Delivered





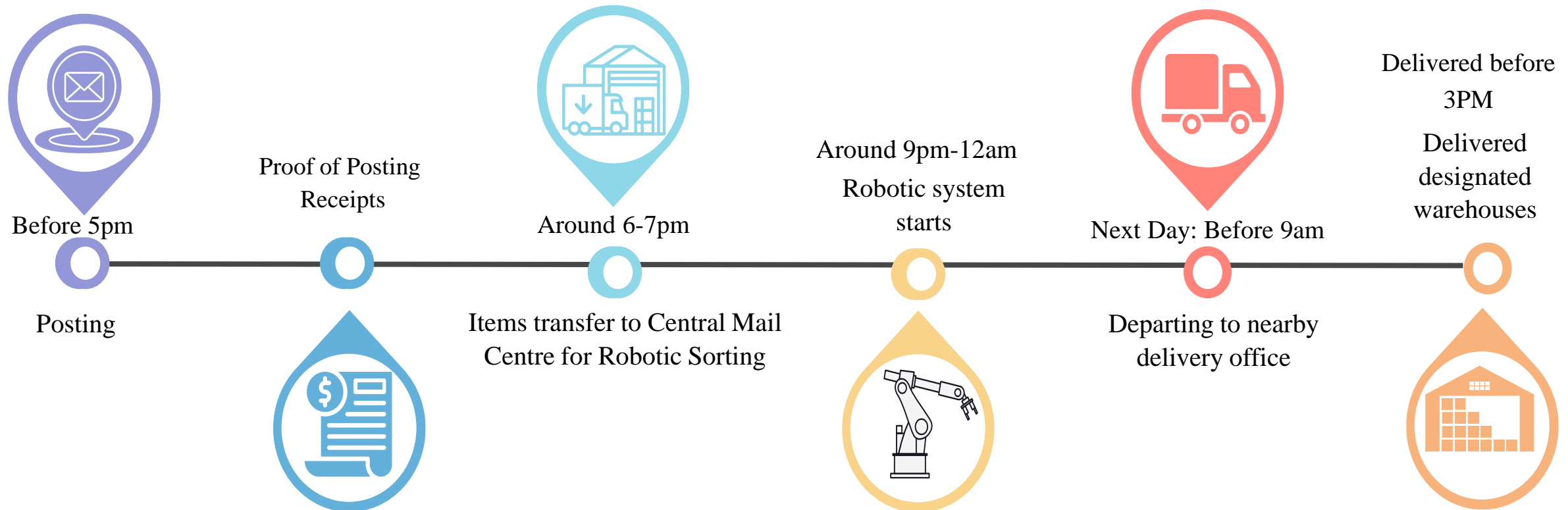
## EC – Go & Return Collection

This service improves your customer experience by providing 119 physical locations within the city of Hongkong to return items from Monday to Saturday, which can be more convenient and cost-effective. It is essential to make returns as easy as possible to increase your customers satisfaction and HKP is able provide real time tracking status on the spot of arrival.

Hongkong Post has 119 post offices strategically located throughout Hong Kong. These offices are typically situated in residential and commercial areas with high pedestrian traffic, in close proximity to transportation hubs, providing convenience to end users.

# Local Return & Drop Off Overview

## Offer Buy Online, Return In-Counter at HKP



# Online Tracking Status



Tracking Number Ref: GH000099XXXHK

Tracking Website at HKP

[https://webapp.hongkongpost.hk/tc/mail\\_tracking/index.html](https://webapp.hongkongpost.hk/tc/mail_tracking/index.html)

Location	Delivery Status <sup>2</sup>
HONG KONG	Posted
HONG KONG	Arrived at delivery office
HONG KONG	Delivered



*Pursuant to the mission of "Linking People, Delivering Business", Hongkong Post provides a diverse range of products and services to corporate eCommerce clients in response to their service needs.*

**Please feel free contact our eCommerce Solutions Division team for enquires**

**THANK YOU !**

