

Frequently Asked Questions (FAQ)

PO Box/Locked Bag/Window Delivery Ticket (WDT)

Q1	What is PO Box, Locked Bag & Window Delivery Ticket (WDT)?																			
A1	PO Box, Locked Bag & Window Delivery Ticket (WDT) are private and reliable delivery solution services, which allow mails to be addressed to a unique address.																			
Q2	Where can I get these services?																			
A2	These services are available at selected Post Offices nationwide. You may email to posmel.pobox@pos.com.my to check the nearest location to you.																			
Q3	Who can use the PO Box, Locked Bag & Window Delivery Ticket (WDT)?																			
A3	Anyone who requires using the PO Box, Locked Bag & Window Delivery Ticket (WDT) can subscribe to the service with an annual fee.																			
Q4	How can I subscribe to these services?																			
A4	You may proceed to the nearest Post Office that provides these services for registration.																			
Q5	Can the payment for yearly subscription fee for PO Box, Locked Bag & Window Delivery Ticket (WDT) be made online ?																			
A5	Yes. Payment of yearly subscription for PO Box, Locked Bag & Window Delivery Ticket (WDT) can be made online via www.posonline.com.my																			
Q6	How can I make payment of my yearly subscription fee from this online service?																			
A6	<p>STEP 1: Sign up to "www.posonline.com.my"</p> <p>STEP 2: Key in your user ID and password</p> <p>STEP 3: Choose Postal Services</p> <p>STEP 4: Under "PO Box/Locked bag/WDT Renewal" select the type of services required</p> <p>STEP 5: Choose State</p> <p>STEP 6: Choose Location</p> <p>STEP 7: Insert PO Box number</p> <p>STEP 8: Click "Proceed"</p> <p>STEP 9: Amount to be paid will appear</p> <p>STEP 10: Click "Proceed"</p> <p>STEP 11: Users can choose to "Add bill" to the cart</p> <p>STEP 12: Payment cart details appear then Click "Proceed to checkout"</p> <p>STEP 13: Pay your bill using preferred Bank (18 banks under FPX)</p> <p>STEP 14: Received Tax Invoice as a proof of payment</p>																			
Q7	What are the fee rates for PO Box, Locked Bag & Window Delivery Ticket (WDT)?																			
A7	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: center;">Individual</th> <th colspan="2" style="text-align: center;">Non-Individual</th> </tr> </thead> <tbody> <tr> <td>PO Box</td> <td style="text-align: center;">RM50 / annually</td> <td>PO Box</td> <td style="text-align: center;">RM200 / annually</td> </tr> <tr> <td>Locked Bag</td> <td style="text-align: center;">RM200 / annually</td> <td>Locked Bag</td> <td style="text-align: center;">RM200 / annually</td> </tr> <tr> <td>WDT</td> <td style="text-align: center;">RM120 / annually</td> <td>WDT</td> <td style="text-align: center;">RM120 / annually</td> </tr> </tbody> </table>				Individual		Non-Individual		PO Box	RM50 / annually	PO Box	RM200 / annually	Locked Bag	RM200 / annually	Locked Bag	RM200 / annually	WDT	RM120 / annually	WDT	RM120 / annually
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Q8	Can I terminate my subscription after I have made the payment?																			
A8	Yes. You can terminate your subscription of the service. However, payment that you have made is not refundable.																			
Q9	How do I know if my payment transaction is successful?																			
A9	For successful transaction user will receive a Tax Invoice as a proof of payment. You can view your transaction history in your profile dashboard at posonline.com.my																			

Q10	Who should I contact for enquiries on this service?
A10	For any enquiries and support on this service, please email to posmel.pobox@pos.com.my or please contact our chatbot by clicking AskPos or drop a message at our e-feedback for any information.