

## Frequently Asked Questions (FAQ)

### About Philately Products – SODA account & Personalised Stamp

1.	<b>PHILATELY POSONLINE</b>
Q1	<b>What is SODA account?</b>
A1	<ul style="list-style-type: none"> <li>• SODA stands for Standing Order Deposit Account.</li> <li>• SODA provides convenience for stamp collectors to purchase the first day stamp issuance and philatelic products without queuing at post offices on the issue day.</li> </ul>
Q2	<b>How does the SODA work?</b>
A2	<ul style="list-style-type: none"> <li>• Stamp collectors can open an account with a minimum deposit of RM50.00 with a standing order to receive stamps and philatelic products. This is subject to sufficient balance in the SODA ACCOUNT.</li> <li>• The total purchase price for the products, postage and registration will be deducted from the SODA ACCOUNT.</li> <li>• A statement together with the products will be dispatched to the account holder for each new issue released.</li> <li>• The account holder will continue to receive stamps and philatelic products of each new issue so long there is sufficient balance in the account.</li> <li>• All account holders can top up their account online through Philately Online <a href="http://www.posonline.com.my">www.posonline.com.my</a> or through our Post office counters.</li> </ul>
Q3	<b>What are the benefits of using Philately Online?</b>
A3	Convenience ways to top up your SODA account via multiple payment methods available.
Q4	<b>How do I apply for Philately Online?</b>
A4	Log on to <a href="http://www.posonline.com.my">www.posonline.com.my</a> and select Opening of SODA Account for SODA account registration.
Q5	<b>How long is the processing time for Opening of SODA account?</b>
A5	Account registration is an immediate process except for several events, the account will be processed on the next business day for transaction which is done; <ul style="list-style-type: none"> <li>a) After 4pm on weekdays</li> <li>b) After 12 noon on Saturdays</li> <li>c) Sundays and Public Holidays</li> </ul>
Q6	<b>How long will Pos Malaysia update my SODA account after I've top up my SODA account via PosOnline?</b>
A6	Pos Malaysia will update your SODA Account within two (2) working days.
Q7	<b>Can I apply for more than one (1) SODA account?</b>
A7	NO. Each member is entitled for only one (1) SODA Account.
Q8	<b>What is the minimum deposit for opening of the SODA account?</b>
A8	RM50.00 for each individual.
Q9	<b>Do I have to maintain a minimum balance in the SODA account?</b>
A9	No. There is no minimum balance requirement.
Q10	<b>Do I have to pay any fees for opening of the SODA account?</b>
A10	There is no fee for the Opening of SODA account. However, you will have to pay a fee of RM0.50 when you make any top up via our online services.
Q11	<b>What is the minimum top up amount? Is there any top up limit?</b>

A11	Minimum top up amount is RM50 and there is no MAXIMUM limit.
Q12	<b>How do I check the balance in my SODA account?</b>
A12	You can log on to <a href="http://www.posonline.com.my">www.posonline.com.my</a> , and click SODA account balance.
Q13	<b>Can I cancel the “Opening SODA account” and “SODA account top up”?</b>
A13	Sorry, you are not allowed to cancel any transaction.
Q14	<b>What are the details required to ensure my transaction is successful?</b>
A14	For registration and top-up, kindly ensure that you key-in the correct and complete information of SODA account holder name, SODA account number, Mykad and the correct amount.
<b>2.</b>	<b>PERSONALISED STAMP</b>
Q1	<b>What is a personalised stamp?</b>
A1	<ul style="list-style-type: none"> <li>Personalised stamp is a special ordered stamp where individual’s image or company logo is printed next to the base stamp design.</li> </ul>
Q2	<b>What is the difference between Setem Ku and Corporate Stamp?</b>
A2	<ul style="list-style-type: none"> <li>There are two categories: <ul style="list-style-type: none"> <li>➢ Personalised Individual Stamp (SetemKu) – Individuals can have their photos printed as stamp (Only Individual photo allowed)</li> <li>➢ Corporate Stamp – Organization or corporate companies can print their company logos or images for branding, promotions, special gifts and marketing purposes</li> </ul> </li> </ul>
Q3	<b>Can I use the personalised stamp for posting?</b>
A3	Yes. Personalised stamp is a valid stamp that can be used for postage.
Q4	<b>How can I purchase the personalised stamp online?</b>
A4	Simply refer to Personalize stamp guideline for more information.
Q5	<b>What is the mode of payment to order the personalised stamps?</b>
A5	There are various payment methods provided via our portal i.e. bank transfer, FPX, credit card and debit card.
Q6	<b>Can I choose any picture for the personalised stamp?</b>
A6	<p>Each photo submission must oblige to the following guidelines:</p> <ul style="list-style-type: none"> <li>Only individual photo is allowed (for individual category only)</li> <li>Must not contain images that can cause disharmony or conflict in our multi-racial and multi-religious nation, nor should it denigrate any race or religion</li> <li>Must not incorporate political symbols or defamatory messages</li> <li>Must not incorporate animals that are considered unclean by religions</li> <li>Must not incorporate messages/pictures that may erode the core moral values of society</li> </ul>
Q7	<b>Can I use other people’s image?</b>
A7	You may only submit an image of which you own the copyright or have the copyright owner's permission to copy. You must ensure that the image does not breach any third-party rights.
Q8	<b>To what extend can my photo be rejected?</b>
A8	We reserve the right not to print your order where we deem, in our sole discretion that the image is unacceptable, indecent, inappropriate or offensive for whatever reason.
Q9	<b>Are there any delivery charges applied?</b>
A9	Yes. There is a delivery charge for every order.

Q10	<b>How much is the delivery charges?</b>
A10	The charges will be calculated based on the type of delivery method chosen by the customer (registered mail or Pos Laju), number of sheets ordered and depending on the destination address.
Q11	<b>How long will it take to deliver the personalised stamps once order is placed?</b>
A11	<ul style="list-style-type: none"> <li>• Allow approximately 5-10 working days (subject to method of delivery chosen by customer) for orders to be processed and delivered.</li> <li>• For bulk purchases, please allow sufficient time for processing if they are to be used for special occasions.</li> </ul>
Q12	<b>Are there any additional charges applied?</b>
A12	2% will be charged upon credit card usage.
Q13	<b>How do I confirm whether there are any price changes?</b>
A13	All prices are correct at the time of printing. Pos Malaysia Berhad reserves the right to change the prices without prior notice. For latest prices, please visit any post office or PosOnline.
Q14	<b>What if my personalised stamps are of poor quality?</b>
A14	Pos Malaysia reserves the right not to refund or replace an order if the SetemKu is of poor quality due to the low resolution of the submitted image.
Q15	<b>Can I sell my personalised stamps?</b>
A15	You must ensure that personalised stamps must not be used for resale, or for donation, or publicity purposes, whether it is commercial or political <b>without any prior written</b> consent by Pos Malaysia. Pos Malaysia reserves the right to reject the request.
Q16	<b>Who should I contact for more enquiries?</b>
A16	You can contact our customer careline at 1300-300-300 or directly to our Stamp & Philately Unit : +603-2275 6656. You can also e-mail to <a href="mailto:filateli@pos.com.my">filateli@pos.com.my</a> or <a href="mailto:setemku@pos.com.my">setemku@pos.com.my</a>