

Frequently Asked Questions (FAQ)

About Philately Products – SODA account & Personalised Stamp

PHILATELY POSONLINE	
Q1	What is SODA account?
A1	SODA is a Standing Order Deposit Account for philatelic items. SODA provides convenience for stamp collectors to purchase the first day stamp issuance and philatelic products via online platform.
Q2	How does the SODA work?
A2	<ul style="list-style-type: none"> Stamp collectors can sign up for the SODA account with a minimum deposit of RM50.00. Once registered, account holder will automatically entitle for a standing order to receive stamps and philatelic products subject to sufficient balance in the SODA account. The total purchase price for the products and postage will be deducted from the SODA account. The account holder will continue to receive new stamp issuance as long as there is sufficient balance in their account. Kindly ensure your SODA balance is sufficient to receive every new issuance. A statement together with the products will be dispatched to the account holder's registered address. All account holders can top up their account online through www.posonline.com.my or through our Post office counters.
Q3	What are the benefits of having SODA account?
A3	Having a SODA account will guarantee that you won't miss any new stamp issuance as long as the account has sufficient balance. There are many convenient ways to top up your SODA account via multiple payment methods available.
Q4	How do I apply for a SODA account?
A4	Log on to www.posonline.com.my and select Opening of SODA Account for SODA account registration.
Q5	How long is the processing time for opening of SODA account?
A5	Account registration will be processed on the same business day once application is received. For applications received after business hours, registration will be processed on the next business day. After business hours are as per stipulated below: <ol style="list-style-type: none"> After 4pm on weekdays After 12 noon on Saturdays Sundays and Public Holidays
Q6	How long will Pos Malaysia update my SODA account after I've top up my SODA account via Pos Online?
A6	Pos Malaysia will update your SODA Account within two (2) working days.
Q7	Can I apply for more than one (1) SODA account?
A7	NO. Each member is entitled for one (1) SODA Account only.
Q8	What is the minimum deposit for opening of the SODA account?
A8	Minimum deposit amount is RM50.00 for each individual.

Q9	Do I have to maintain a minimum balance in the SODA account?
A9	No. There is no minimum balance requirement. But to ensure you won't miss any new issuance, kindly make sure your account has sufficient balance.
Q10	Do I have to pay any fees for opening of the SODA account?
A10	There is no fee imposed for Opening of SODA account.
Q11	What is the minimum top up amount? Is there any top up limit?
A11	Minimum top up amount is RM50 and there is no MAXIMUM limit.
Q12	How do I check the balance in my SODA account?
A12	You can log on to www.posonline.com.my , and click SODA account balance.
Q13	Can I cancel the "Opening SODA account" and "SODA account top up"?
A13	Sorry, you are not allowed to cancel any transaction.
Q14	What are the details required to ensure my transaction is successful?
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.
PERSONALISED STAMP	
Q1	What is a personalised stamp?
A1	Personalised stamp is a special ordered stamp where individual's image or company's logo is printed next to the base stamp design.
Q2	What is the difference between Setem Ku and Corporate Stamp?
A2	There are two categories: <ul style="list-style-type: none"> Personalised Individual Stamp (SetemKu) – Individuals can have their photos printed as stamp (Only Individual photo allowed) Corporate Stamp – Organization or corporate companies can print their company logos or images for branding, promotions, special gifts and marketing purposes
Q3	Can I use the personalised stamp for postage?
A3	Yes. Personalised stamp is a valid stamp that can be used for postage.
Q4	How can I purchase the personalised stamp online?
A4	Simply refer to Personalize stamp guideline for more information.
Q5	What is the mode of payment to order the personalised stamps?
A5	There are various payment methods provided via our portal i.e. bank transfer, FPX, credit card and debit card.
Q6	Can I choose any picture for the personalised stamp?
A6	Each photo submission must oblige to the following guidelines: <ul style="list-style-type: none"> Only individual photo is allowed (for individual category only) 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 Must not incorporate political symbols or defamatory messages Must not incorporate animals that are considered unclean by religions Must not incorporate messages/pictures that may erode the core moral values of society
Q7	Can I use other people's image?
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	To what extent can my photo be rejected?
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	Are there any delivery charges applied?
A9	Yes. There is a standard delivery charge for every order depending on your location.
Q10	How much is the delivery charges?
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	How long will it take to deliver the personalised stamps once order is placed?
A11	<ul style="list-style-type: none"> • Allow approximately 5-10 working days (subject to method of delivery chosen by customer) for orders to be processed and delivered. • For bulk purchases, please allow sufficient time for processing if they are to be used for special occasions.
Q12	Are there any additional charges applied?
A12	2% will be charged for credit card usage.
Q13	How do I confirm whether there are any price changes?
A13	All prices are correct and final at the time of printing. Pos Malaysia Berhad reserves the right to change the prices without prior notice.
Q14	What if my personalised stamps are of poor quality?
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	Can I sell my personalised stamps?
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 without any prior written consent by Pos Malaysia. Pos Malaysia reserves the right to reject the request.
Q16	Who should I contact for more enquiries?
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 filateli@pos.com.my or setemku@pos.com.my