

## 大量掛號郵件投寄證明書 Certificate of Bulk Posting for Registered Packets

空郵 Air	平郵 Surface	本地 Local
-----------	---------------	-------------

投寄人及地址 Sender and address	電話 Telephone
------------------------------	-----------------

請在投寄證明書上填寫各項所需資料，包括每件郵件的郵費。掛號郵件如有損壞或遺失，郵費將用作計算賠償額。  
Please provide all the information as required in the certificate including the postage of each item. The postage is needed for compensation calculation in the event of damage or loss of a registered packet.

如沒有填寫郵費實額，則在涉及賠償的情況下，我們將按照二等郵件首個重量級別的郵費計算賠償額。  
If exact postage is not indicated then the postage of the first weight step second class will be adopted in case of compensation.

1	收件人姓名及地址 Name and address of addressee		掛號郵件條碼編號 Regn. Bar-code No.	郵資總額 (包括掛號及AR費用(如適用)) Total Postage (including Reg & AR fee (if applicable))	派遞通知書 AR Service "✓"
	姓名 Name	詳細地址 Full Address			
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

投寄人簽署  
Signature of Sender: \_\_\_\_\_

公司印章(公司適用)  
Company chop (for firms): \_\_\_\_\_

### 香港郵政專用 For Hongkong Post Use

收到掛號郵件總數 Total no. of registered packets received: _____  Pos 12/12A/12C 號碼 No.: _____	郵務人員簽署 Signature of accepting officer	<div style="border: 1px solid black; border-radius: 50%; width: 80px; height: 80px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> <div style="text-align: center;">           日戳 Datestamp         </div> </div>
---	--	---

**備註：**

1. 掛號郵包如有損壞或遺失，賠償及其最高限額將依據萬國郵政聯盟條例而定。有關詳情已列於《香港郵政指南》內“輔助服務”“賠償”一節。你可向櫃位職員索閱，或瀏覽香港郵政網頁www.hongkongpost.com
2. 請確保已在投寄證明書上填寫各項所需資料，包括收件人的姓名和地址、掛號郵件條碼編號及每件郵件的郵費。掛號郵件如有損壞或遺失，郵費將用作計算賠償額。
3. 香港郵政只會向寄件人作出賠償(如適用)。
4. **未確知郵件已送達前，請將此收據妥為保存。**
5. 查詢可在投寄日後兩週至五個月內提出。所有查詢或索償均需附上有關證明文件。
6. 如需查詢，
  - (i) 可透過網頁www.hongkongpost.com，或
  - (ii) 致電郵件追查系統查詢熱線2921 2560，或
  - (iii) 向任何一間郵政局索取郵件查詢表格Pos 28B或附有表格 Pos 28B的簡章 Pos 815填妥遞交。
7. 掛號郵件不提供書面簽收回條服務。如需發給派遞通知書(AR)，投寄時須即時提出另付費用11元。
8. 如對派遞結果有異議，需提交收件人未有收到掛號郵包之書面聲明以作跟進。
9. 在某些情況下，海外郵政機關需要兩個月的時間去處理有關的查詢，並需要四個月的時間去落實賠償事宜(如適用的話)。香港郵政將努力跟進，務求令海外郵政機關盡早回覆。
10. 如接獲異常大量的查詢或出現爭議的情況，香港郵政保留權利要求寄件人提供收件人未有收到郵件的書面證明。

**Notes:**

1. In the event of damage or loss of registered packet, compensation with the maximum amount payable will be made according to the regulations of the Universal Postal Union. Details are given in the “Compensation” sub-Section, “Supplementary Services” Section of the Post Office Guide. You may ask our counter staff for viewing the Post Office Guide or obtain the information from our website at www.hongkongpost.com
2. Please ensure that you have provided all the information in the certificate including the name and address of the addressee, the registration barcode no. and the postage of each item. The postage is needed for compensation calculation in the event of damage or loss of a registered packet.
3. Compensation, if applicable, will be made to senders only.
4. **PLEASE KEEP THIS CERTIFICATE OF POSTING SAFELY UNTIL CONFIRMATION OF DELIVERY.**
5. Items can be traced 2 weeks after the day of posting to a maximum of 5 months. All enquiries and claims have to be supported by relevant documents.
6. In case of enquiry, you may
  - (i) access our website at www.hongkongpost.com, or
  - (ii) call enquiry hotline of Track and Trace System at 2921 2560, or
  - (iii) complete an enquiry form (Pos 28B) or the attachment to leaflet Pos 815 which is obtainable at any post office.
7. Please note that written proof of delivery is not provided for registered mail. If an advice of delivery (AR) is required, an additional fee of \$11 should be paid at the time of posting.
8. In case of dispute of delivery, a written declaration of non-receipt of mail item(s) shall be produced by the addressee.
9. On some occasions, overseas postal administrations may take two months to complete their tracing enquiries and four months to finalize the compensation, if any. HKP will endeavor to follow up with overseas postal administrations for an early reply.
10. HKP reserves the right to ask the sender to provide a written declaration of non-receipt of mail item from the recipient in case of dispute or anomalous enquiries received.