

## 5.16 REGISTRATION

### DEFINITION

Registration is a system whereby on payment of a fee in addition to the postage, a certificate of posting is given for an article at the time of posting, a record is kept while in course of post and a receipt is taken before delivery. While the Post Office is not legally liable, it is prepared under certain conditions to pay compensation for the loss or damage of the article, see *Registered Packets* under COMPENSATION in this Section.

### GENERAL

Any postal packet other than a parcel, may be registered. Although parcels cannot be registered, they may be insured in many cases. Exceptionally, there is at present no registration service to the British Indian Ocean Territory.

The registration fee of \$13 per item is charged to all local and international destinations and must be prepaid in addition to the postage.

The Certificate of Posting should be kept safety until confirmation of delivery.

Written proof of delivery is not provided for registered item.

### INSTRUCTIONS FOR REGISTERING

A packet to be registered must be handed to an officer of the Post Office and a receipt obtained for it; it must not be dropped into a letter-box.

A packet bearing the word *REGISTERED*, or other word, phrase, or mark to the like effect, for example, any abbreviation of the word *REGISTERED*, the letter R, or a cross, and which has been posted without being properly registered, will be treated as a registered packet. No compensation will be payable in respect of any such registered packet. In the local service, such packets will be surcharged on delivery if the registration fee and postage have not been fully prepaid. Underpaid packets addressed to overseas destinations may be returned to the sender.

Small packets, packets of printed papers, and literature for the blind intended for registration must be made up in the manner prescribed for unregistered packets of these categories.

A postal packet addressed in pencil or bearing an address composed of initials cannot be registered; but the address may be written in copying-ink pencil unless a window envelope is used.

### Addressing

Any postal packet intended for registration should be addressed to a person or firm by name; but exceptionally a packet addressed to *The Occupier* or equivalent phrase is admissible. The address should be written on the cover or on a label securely affixed to the cover by gum or other adhesive substance. The address must be clearly written as shown under METHOD OF ADDRESSING in Section 6. A registered item may not be addressed in pencil or bear an address composed of initials, neither may it bear any erasure or correction in the address at the time of posting.

For posting of local registered items, multi-part address pack (Pos 650) should be used. The pack should be affixed onto the envelope and the name and address of the recipient should be fully completed in the appropriate space. The packs are obtainable at all post offices. For posting bulk volume of registered, customers can choose to use barcode label (Pos 653). For posting of international registered items, registration barcode label should be used.

### **Latest time for registering**

A postal packet can be registered at any time during the ordinary hours of business. When intended for despatch by a particular mail it should, as a rule, be presented for registration an hour before the latest time of posting for that mail at the post offices shown on the Postage Rates and Services Leaflet.

### **Methods of fastening or sealing**

A postal packet of any kind intended for registration must be made up in a reasonably strong cover appropriate to its contents. Letters and packets must be fastened with wax, gum, or other adhesive substance; it is not sufficient merely to tie them with string, but, if string is used in addition to the fastening specified above, the string need not be sealed. Packets of a suitable type are also accepted if securely tied with string which is sealed with wax or which is secured at each end by means of a lead, steel or strong metal seal crushed with a press. Whatever method of fastening or sealing is adopted, it is essential that it should not be possible to remove any part of the contents of the letter without either breaking or tearing the case, wrapper or cover or forcing two adhesive surfaces apart or breaking a seal.

The above rules concerning fastening and sealing do not apply to postcards or to small packets, printed paper and newspaper packets, or packets consisting of articles for the use of the blind, which must be open to inspection whether registered or not.

### **Packing**

Any articles contained in a registered letter or packet must be adequately packed as a precaution against damage in course of transmission. In particular, an article of a fragile nature must be packed in a container of sufficient strength and must be surrounded in that container with sufficient suitable soft material or wadding to protect the article against the effects of concussion, pressure and knocks to which postal packets are ordinarily exposed in transmission. The packet must also bear the words *Fragile With Care* written conspicuously on the face of the cover above the address. The presence of these words is one of the conditions of compensation for damage to a fragile article sent by registered post.

Any officer to whom a packet of any kind is tendered for registration is instructed to refuse to register it if the packing is, in his opinion, obviously inadequate; but the registration of a packet will not in itself be regarded as evidence of satisfactory packing, and the Post Office assumes no liability as a consequence of the registration of a packet afterwards found to have been imperfectly packed.

### **Payment of fee**

The registered fee of \$13 must be paid by postage stamps, franking machine or permit impressions affixed / impressed (applicable to certain bulk posting services only) to the cover.

### **Posting lists**

When several packets are sent by the same person for registration, it is desirable that they

should be accompanied by a list, in duplicate, of the addresses, one list to be retained at the post office, and the other, when completed and signed, to be returned to the bearer.

### Re-use of envelopes

An envelope which has previously passed through the post may be used again for transmission by registered post only on the following conditions :-

1. It must be over 255 mm by 125 mm or otherwise over 320 cm<sup>2</sup> in area;
2. It must not contain coin, banknotes, coupons, vouchers or tokens or other forms of readily negotiable money, or valuables such as jewellery or gold or silver articles;
3. All old addresses on the envelope must be completely covered by a gummed label, and, if this is not of sufficient size to cover the postmarks and any registration label already on the envelope, strips of paper must be used to cover those also.

### Special marking

The sender should mark the packet in the bottom left-hand corner with the word *Registered*.

## COMPULSORY REGISTRATION

Any packet found open in the post or which cannot be delivered, and is found to contain an uncrossed postal order in which the name of the payee has not been inserted, any cheque or dividend warrant which is not crossed or made payable to order, any bearer security, any bank or currency note, any postage stamps, any coupons, vouchers or tokens coin or jewellery, of a value of \$100 or over, will be subject to compulsory registration and surcharge on delivery.

No compensation is paid in respect of any postal packet which has been compulsorily registered.

The fee for compulsory registration is HK\$26.

## ARTICLES OF VALUE

1. The following articles must be registered, or insured :-  
Platinum, gold or silver (whether manufactured or not), precious stones, jewels, and other valuable articles.

They may be sent only to countries accepting them, and in the manner prescribed.

2. Where the total value exceed \$2,500 such articles must be sent:-
  - (i) by insured letter or parcel to countries to which there is an insured service; or
  - (ii) by registered letter post to countries to which there is no insured service provided the country of destination admits them.

See COMPENSATION in Section 5 for the regulations covering payment in the event of loss or damage.

### ADVICE OF DELIVERY

The sender of a registered item may obtain advice of its delivery. A form (AR card) for this purpose will be provided on request at the time of posting. The fee is \$11 which the sender must pay by affixing stamps to the packet; he must also indicate his name and address on the outside of the packet.

In normal circumstances, the additional fee of \$11 will serve the return on the AR card or the written proof of delivery whichever is applicable.

The form should be completed by the sender, who should indicate clearly in the space provided the address to which the form should be returned (overseas addresses are acceptable). The form must then be handed to the counter staff together with the item to which it refers; the weight of the form will be taken into account when the postage for the item is assessed.

If the advice of delivery card has not been received back from abroad after a reasonable time a duplicate may be sent free of charge. The certificate of posting must be produced when a request is made for a duplicate advice of delivery.

### ENQUIRIES ABOUT LOSS OR NON-DELIVERY

Local registered items can be traced within 5 months after the day of posting. Overseas registered items can be traced 2 weeks to a maximum of 5 months after the day of posting. All enquiries and claims have to be supported by the Certificate of Posting and other relevant documents.

On some occasions, overseas postal administrations may take two months to complete their tracing enquiries for letters, packets and parcels and four months to finalize the compensation, if any. HKP will endeavor to follow up with overseas postal administrations for an early reply.

Enquiry can be made through the following channels: -

- (i) access to Hongkong Post website at [www.hongkongpost.com](http://www.hongkongpost.com), or
- (ii) call the enquiry hotline of the Track and Trace System at 2921 2560, or
- (iii) complete the enquiry form (Pos 28B) or the attachment to the leaflet Pos 815, which is obtainable at any post office.

If possible a facsimile of the envelope or the address of the packet should be furnished with the enquiry.

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.

### PAYMENT FOR LOSS

For conditions governing payment of compensation, see *Registered Packets* under COMPENSATION in this Section.