

Speedpost Monthly Electronic Statement **Frequently Asked Questions**

Version: 3.2018

Q1: When will Speedpost electronic statement be implemented?

A1: Speedpost has been providing our customers with electronic monthly statements. Starting from April 2017, all account customers who have registered with “My Speedpost” online platform (<https://my.speedpost.hk>) will be notified by e-mail at the beginning of each month that their latest electronic monthly statements have been uploaded “My Speedpost”. By simply logging in to “My Speedpost”, account customers can access the most updated statement information.

By July 2017, all Speedpost account customers have received a dedicated notification letter attached with an activation code in batches. Simply following the instructions mentioned in the guide attached in the letter will complete the registration or validation procedure. Customer may also opt to watch the demo videos and read the FAQs in the front page of “My Speedpost” to learn more about the relevant procedure.

Speedpost electronic monthly statement service has been fully implemented in January 2018. Those Speedpost account customers who have not registered or validated with “My Speedpost” can press the button of Re-issuance of Activation Code for My Speedpost. Doing the registration and validation after receiving the code will also complete the procedure to receive the electronic monthly statements. In case of any queries, please call 2921 2277.

If you have received email about Speedpost electronic monthly statement or Business Registration Certificate information, please login to "My Speedpost" for access to the most updated statement information or for updating the required information.

Q2: If I don't want to switch to electronic statement and wish to continue receiving the paper bills by post, what shall I do ?

A2: If you wish to continue receiving the paper bills by post, you must write in letter as application to the “Speedpost / Local Courier Account Section”. The applicable account number shall be specified on the letter which shall be posted to “General Post Office Box no. 10811” with attention to the “Speedpost / Local Courier Account Section”. It normally takes 5 working days to process the application after receiving the request, and will be effective from the next statement.

Q3: If I hold more than one Speedpost account, is it possible for some of “My Speedpost” accounts to receive the electronic statement, while the rest to receive the paper statement?

A3: Possible. Customer can register at “My Speedpost” so as to receive the electronic statement. Any customer who wishes to continue receiving the paper bills by post must write in letter as application to the “Speedpost / Local Courier Account Section”. For details, please refer to question 2.

Q4: After registration, can I continue to receive the paper statement by post?

A4: The Speedpost electronic monthly statement service will be fully implemented from October 2017 to replace paper statements, and customer will no longer receive the paper statement by post. Any customer who wishes to continue receiving the paper bills by post must write in letter as application to the “Speedpost / Local Courier Account Section”. For details, please refer to question 2.

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Q5: Is there any service fee for application of continuing to receive the paper statement by post? How much?

A5: Any customer who wishes to continue receiving the paper bills by post must write in letter as application to the “Speedpost / Local Courier Account Section”. Hongkong Post reserve the rights to levy any necessary service fee in future.

Q6 : How long does it take for the application?

A6 : It normally takes 5 working days to process the application after receiving the request, and will be effective from the next statement.

Q7: What is the reason to implement electronic statement?

A7: Hongkong Post endeavours to enhance the service quality of Speedpost and operates its postal business in an environmentally responsible manner. As such, the prime objective of implementing electronic statement is to reduce paper consumption, and to protect the environment.

Q8: How many electronic statements will be kept in “My Speedpost”?

A8: A maximum of electronic statements for 6 months.

Q9: Where can I download the electronic statement in “My Speedpost”?

A9: Click “Invoice and Payment Record” under the bar of “My Speedpost”. Then, select “Month” to download the electronic statement.

About registration in “My Speedpost”

Q10 : How to register with “My Speedpost”?

A10: Go to “My Speedpost” (<https://my.speedpost.hk>) and click “Register”. Entering all the necessary information will do. Just a few steps of registration is required.

Q11: How do I know I have successfully registered “My Speedpost”?

A11: A confirmation email will then be sent to the registered email account immediately. Click “Activate Now” in the email to activate the account.

Q12: What is the impact if I have not registered “My Speedpost”?

A12: You cannot receive the monthly statement uploaded in “My Speedpost”. If the outstanding payment cannot be settled by the due date, your account may be suspended which will affect posting of Speedpost item in future.

Q13: When I register an account in “My Speedpost”, the web page warns that the company name /account number entered is wrong. How to proceed?

A13: You can base on your account authority card to enter the company name and account number. All the punctuation marks included in the company name shall be entered as well. Alternatively, you can base on the dedicated notification letter (title: Speedpost Electronic Monthly Statement) sent by Speedpost to enter the company name (including all the

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punctuation marks). The account number shall have 6 digits for main account, and 9 digits for supplementary account.

About the validation of “Admin Account”

Q14: How to validate “Admin Account” in My Speedpost?

A14: Go to “My Speedpost” (<https://my.speedpost.hk>) and click “Register for / Transfer Management Account”. Entering all the necessary information will do. Just a few steps of validation is required.

Q15: Where can I get more information of how to validate the “Admin Account”?

A15: Customer can download the relevant user guide from “My Speedpost”, or check out the video available in “My Speedpost” for details.

Q16: When I validate “Admin Account”, the web page warns that the account number entered is wrong. How to proceed?

A16: You can base on your account authority card to enter the account number. The account number shall have 6 digits for main account, and 9 digits for supplementary account.

Q17: If the e-mail address of the “Admin Account” is no longer valid, how to change the e-mail address?

A17: Please fill in the application form “Request for Change of E-mail Address of “Admin Account” on “My Speedpost” Online Platform” which shall be signed by authorised person and bear the company chop. The completed application form shall be faxed to 2854 9623. The application form can be download from Speedpost website (<http://www.speedpost.hk/speedpost/info/download.jsf?pid=forms>).

Q18: If e-mail addresses of all existing users are no longer valid, what shall I do?

A18: You can create a new user account by selecting “Register for / Transfer Management Account”, and then clicking “Create New Account”. During the process, please input a valid e-mail address for the new user account to be created. The new user account will automatically become the “Admin Account” after registration.

Q19: I am the “Admin Account”, what shall I do if I wish to disable other user account?

A19: Please follow the steps below:

- i) login “My Speedpost” (<https://my.speedpost.hk>)
- ii) click “User Management”
- iii) select the user account to be disabled
- iv) uncheck the box in the “Active” column
- v) click “Submit”

Please note that the “Admin Account” can change the usage privilege of other user account. Yet, the record of disabled user account will also been shown in the user list.

Q20: If the user account information available in the “User Management” is different from the current situation, how to adjust the information?

A20: Please fill in the application form “Request for change of Account Details” which shall be signed by authorised person and have the company chop. The completed application form

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together with other necessary documents shall be faxed to 2854 9623. The application form can be download from Speedpost website (<http://www.speedpost.hk/speedpost/info/download.jsf?pid=forms>).

Q21: If my email is no longer valid, but I'm not the "Admin Account", what shall I do?

A21: Please contact your "Admin Account", and use your valid email to create a new user account.

Q22: If I have forgotten the password for login in "My Speedpost", what shall I do?

A22: Click "Forgot Password" on the home page of "My Speedpost" and click "Submit" after entering all the necessary information. Afterwards, you will receive an e-mail (title: My Speedpost Password Recovery) to re-set the password. Please note that the link for re-setting the password in the e-mail is valid for 24 hours. It is necessary to re-do the whole process if 24 hours have passed.

Q23: How do I know if I have successfully validated the "Admin Account"?

A23: After confirming the "Admin Account", an e-mail will be sent to the "Admin Account" to notify its new role.

Q24: When will the extra bonus point be received?

A24: Extra bonus points will be automatically credited to the eligible account in around 2 months after validating the "Admin Account".

Q25: What is the impact if I have not validated "Admin Account"?

A25: To validate "Admin Account" enable you to effectively administrate the user account(s) of "My Speedpost". The "Admin Account" can create new user account(s) and allocate various usage functions to these user account(s) in "My Speedpost". The "Admin Account" can also be changed anytime to meet your business needs.

Others

Q26: In addition to the user guide attached in the notification letter for Speedpost electronic statement, where can the detailed information be obtained?

A26: Customer can download the relevant user guide from "My Speedpost", or check out the video available in "My Speedpost" for details.

Q27: What is the difference between "Password" and "Activation code"?

A27: "Password" is prepared and known by the users themselves only, in order to protect the personal or company information available in "My Speedpost". "Activation code" is assigned by Hongkong Post to facilitate Speedpost account customers to register in "My Speedpost" or validate the "Admin Account". This "Activation code" will only be used once.

Q28: When I receive an e-mail asking me to update the Business Registration information, or, when I login "My Speedpost", there is a pop-up message shown to remind me the same, what shall I do ?

A28: Please follow the steps below to update the Business Registration information:
i) login "My Speedpost" (<https://my.speedpost.hk>)

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- ii) click “Update Now” on the pop-up message of “Update your Business Registration No.”
- iii) fill in the new expiry date, and number of the latest Business Registration Certificate (if applicable), and upload a copy of the Certificate
- iv) click “Submit”

Please note that the “Admin Account” will receive an e-mail notification notifying about the result of the update within 7 working days.

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