



Chapter 18: Postal Services

General information

Postal services in Hong Kong are provided by Hongkong Post, which offers reliable, efficient service at reasonable prices.

To ensure your mail is delivered promptly, affix stamps on the top right hand corner of the envelope and write the address clearly. If not, the delivery of the item may be subject to delay. You are also reminded to ensure sufficient postage has been paid for all mail items tendered for posting.

An online “Mailing Address Format Finder” available on Hongkong Post website and Hongkong Post Mobile App is provided to facilitate the general public to easily check the correct address format for local post. The tool also enables you to print the address on envelopes and address labels for posting or other purposes. To facilitate the return of undeliverable mail, please write the sender’s name and address on the top left-hand corner on the front of the envelope or on the back of the envelope. Further details can be referred to this link: https://www.hongkongpost.hk/en/about_us/tips/correct_address/index.html/

All airmail letters should be affixed with a blue “By Air Mail” label. These are available free of charge at all post offices. Put the label on the top left hand corner of the address side of the envelope or close to the address on parcels and packets. If you don’t have an airmail label, write “BY AIR MAIL” on air mail items.

All parcels sent by post must be declared to Customs through Easy PreCustoms platform or special forms available at post offices. Detailed and truthful description (i.e. details, quantity and weight or volume, etc.) of mail contents must be provided on the customs declaration form. For more details on Easy PreCustoms platform, please visit: <https://easy-precustoms.hongkongpost.hk/epc/>

For information on dangerous articles prohibited for posting, you may visit the website at https://www.hongkongpost.hk/en/prohibited_restricted_items/index.html

Mail services

Hongkong Post offers mailing services for letters, postcards, circulars, international periodicals and parcels, as well as other services as follows:

Redirection Service: If you are moving, it is easy to arrange your mail to be redirected from your business and residential addresses to your new address, in Hong Kong or overseas. Application forms for this service are available at all post offices or can be downloaded from the website at https://www.hongkongpost.hk/en/receiving_mail/redirection/

Speedpost: Speedpost offers a convenient, speedy and value-for-money international courier service to over 210 destinations worldwide and 1,900 cities in Mainland China. Speedpost is supported by 24-hour online tracking and money-back guarantee that provide extra peace of mind to customer. Details of service information are available in Speedpost Rate Plan (Pos15A/1) and Posting Guide (Pos15A/2), which are available at the Speedpost website <https://speedpost.hongkongpost.hk/speedpost/info/download.jsp?pid=serviceguide>, and at every post office while stock lasts.

Local CourierPost: It is an express, reliable, convenient and value-for-money alternative for local mail delivery. For items posted on or before the cut-off time of a working day, Hongkong Post guarantees on-time delivery to the service areas. You may visit the website at https://www.hongkongpost.hk/en/sending_mail/local/lcp/ for more information.

Registered Mail: When you send something important, you can select this service, for which a certificate of posting will be provided when you mail the items. For information on the registration service, you may visit the website at https://www.hongkongpost.hk/en/sending_mail/local/registered/

EC-Get: EC-Get is an economical local mail service providing simple posting method and flexible mail collection arrangement. When mail item is posted, system will issue SMS notification to recipient for the concerned item. It comes with an online tracking feature. Recipients can select another collection point

before the time specified in the SMS notification. For details of the service, please visit https://www.hongkongpost.hk/en/sending_mail/local/ec_get/index.html

Insurance: When you mail anything of value, you may have it insured by Hongkong Post so you can be compensated if the item is lost. Please check with the post offices or browse our website https://www.hongkongpost.hk/en/sending_mail/international/air/insured/ and check out the countries that support this service.

e-Express: e-Express provide affordable air mail service with online traceable feature. Sender may trace four delivery status on the websites of the destination postal administrations or of Hongkong Post (HKP) within six months from the date of posting.

Supplementary services

PayThruPost: You can enjoy one-stop bill payment service through Hongkong Post PayThruPost service. Your government bills and utility bills can be settled at any post offices throughout Hong Kong via the PayThruPost Service. It's simple and convenient. For more details, please visit <https://www.hongkongpost.hk/en/services/payment/>

e-Remittance Service: Hongkong Post provides Western Union e-Remittance service. This service provides you an economical and efficient way of sending / receiving money. Western Union e-Remittance is available at 49 selected post offices, which allows you to send money to over 200 countries and territories worldwide. The recipients can receive the money in more than 515,000 agent locations. For more details, please visit https://www.hongkongpost.hk/en/services/remittance/electronic_remittance/

Post Office Box Service: Private Post Office Boxes are available for reception of postal packets to be collected by the renter or his agent as an alternative to delivery by postman at the place of address. Private post office boxes may be rented to Hong Kong residents aged 18 or above, or locally registered businesses or organisations. For details of the service, please visit https://www.hongkongpost.hk/en/receiving_mail/letter_boxes/pobox/

e-Cert Service: Hongkong Post as a recognized Certification Authority, offers different types of digital certificates and related services for personal and

organisational e-security needs, by enabling safe and secure online electronic transactions in the fields of banking, finance, commercial, education and Government services. For more details, please visit <https://www.hongkongpost.hk/en/services/ecert/>


“iAM Smart+” Registration: Hongkong Post provides registration service to the Office of the Government Chief Information Officer’s “iAM Smart+”. You can use “iAM Smart+” to sign digitally in accordance with the Electronic Transactions Ordinance (Cap. 553) to process legal documents and procedures online. For more details, please visit https://www.hongkongpost.hk/en/services/iam_smart/index.html

iPostal Stations: Mail collection at Self-service iPostal Stations is easy and convenient. Simply provide recipient’s mobile phone number that can receive SMS and put down the code for the iPostal Station / post office where the recipient will collect the item. It provides flexibility to recipient in collecting mail items.

iPostal Kiosks: “iPostal Kiosk” offers an automated posting service that enables the public to post local or overseas mail, purchase postage label and make postage enquiry at any time.

Contact us

General Enquiry	2921-2222
Mail Tracing	2921-2211 / 2921-2560
Speedpost / Local CourierPost	
• Pick-up	2921-2266
• Account Opening	2921-2277
• Account Enquiries	2921-2248
Philatelic Services	2785-5711
Certification Authority (e-cert) Services	2921-6633
Counter Services	2525-5856
Mail Delivery	2723-3454
Street Posting Boxes	2356-2516
Email	hkpo@hkpo.gov.hk
Fax	2868-0094

Website	http://www.hongkongpost.hk
Hongkong Post Mobile Application	iOS version  Android version 