

Postal administration of origin

澳門 MACAU

查詢 INQUIRY

一般郵件 Ordinary
 掛號 Registered
 保價 Insured
 確認投遞 Recorded

原寄局 (此查詢單應退回該局) Office of origin (to which the form is to be returned). Telefax No	查詢日期 Date of inquiry	文件編號 References
	副本寄出日期 Date of duplicate	
寄達局 Service of destination. Telefax No		

由原寄局填寫的詳情 Particulars to be supplied by the service of origin

查詢原因 Reason for inquiry	<input type="checkbox"/> 郵件未寄達 Item not arrived	<input type="checkbox"/> 內件短收 Contents missing	<input type="checkbox"/> 損毀 Damage	<input type="checkbox"/> 延誤 Delay	到達日期 Date of arrival
	<input type="checkbox"/> 回執未填妥 Advice of receipt not completed	<input type="checkbox"/> 未收到代收貨價金額 COD amount not received			
查詢郵件種類 Item under inquiry	<input type="checkbox"/> 優先 Priority	<input type="checkbox"/> 非優先 Non-priority	<input type="checkbox"/> 包裹 Parcel	No of item	
	<input type="checkbox"/> 信函 Letter	<input type="checkbox"/> 印刷品 Printed Paper	<input type="checkbox"/> 小郵包 Small packet	<input type="checkbox"/>	重量 Weight
保價金額 Amount of insured value			代收貨價金額及貨幣名稱 COD amount and currency		
特別標誌 Special indications	<input type="checkbox"/> 航空 By airmail	<input type="checkbox"/> 空運水陸路 S.A.L.	<input type="checkbox"/> 快郵 Express	<input type="checkbox"/> 回執 Advice of receipt	<input type="checkbox"/> 代收貨價 COD
	<input type="checkbox"/>				
投寄情況 Posted	日期 Date	收寄局 Office	<input type="checkbox"/> Receipt seen		
	姓名及詳細地址, 電話號碼 Name and full address. Telephone No				
寄件人 Sender	-----				
收件人 Addressee	姓名及詳細地址, 電話號碼 Name and full address. Telephone No				

內裝物品 (詳細填寫) Contents (precise description)					
若找到郵件 Item found	<input type="checkbox"/> 應遞交予 To be sent <input type="checkbox"/> 寄件人 to the sender <input type="checkbox"/> 收件人 to the addressee				

由互換局填寫的詳情 Particulars to be supplied by the office of exchange

To be supplied for parcels and registered and insured items only	向海外發運郵件的總包 Mail in which the item was sent abroad	<input type="checkbox"/> 優先航空 Priority/Air	<input type="checkbox"/> 空運水陸路 S. A. L.	<input type="checkbox"/> 非優先水陸路 Non-priority/Surface	
		No	Date		
	寄發互換局 Dispatching office of exchange				
	寄達互換局 Office of exchange of destination				
	封發清單掛號清單號碼 No of the bill/list	<input type="checkbox"/> 封發清單 Letter bill (CN31 or CN32)	<input type="checkbox"/> 掛號清單 Special list (CN33)		
	次序編號 Serial No	<input type="checkbox"/> 保價清單 Dispatch list (CN16)	<input type="checkbox"/> 包裹清單 Parcel bill (CP86 or CP87)		
<input type="checkbox"/> 總登錄 Bulk advice					
日期及簽名 Date and signature					

由經轉郵政填寫的詳情 **Particulars to be supplied by the intermediate services**

To be supplied for parcels and registered and insured items only	轉發郵件的總包 Mail in which the item was sent	<input type="checkbox"/> 優先航空 Priority/Air	<input type="checkbox"/> 空運水陸路 S.A.L.	<input type="checkbox"/> 非優先水陸路 Non-Priority/Surface
		No	Date	
		寄發互換局 Dispatching office of exchange		
		寄達互換局 Office of exchange of destination		
		封發清單掛號清單號碼 No of the bill/list	封發清單 <input type="checkbox"/> Letter bill (NC31 or CN32)	掛號清單 <input type="checkbox"/> Special list (CN33)
次序編號 Serial No	保價清單 <input type="checkbox"/> Dispatch list (CN16)	包裹清單 <input type="checkbox"/> Parcel bill (CP86 or CP87)		
<input type="checkbox"/> 總登錄 Bulk advice	日期及簽名 Date and signature			

由寄達郵政填寫的詳情 **Particulars to be supplied by the service of destination**

如已派遞 In case of delivery	<input type="checkbox"/> 郵件已遞交有權收件之人仕 The item was duly delivered to the rightful owner	日期 Date	
	如損毀或延誤，請在 "最後答覆" 欄之 "其他通知事項" 欄內說明理由 In case of damage or delay, give the reason in the "Final reply" part under "Any other comments"		
如未派遞 In case of non-delivery	郵件 The item	郵局名稱 Name of office	
	<input type="checkbox"/> 仍留在 is being held at	原因 Reason	
	<input type="checkbox"/> 已退回原寄局 was returned to the office of origin	日期 Date	
	<input type="checkbox"/> 已轉寄 was redirected	日期 Date	
		詳細的新地址 New address in full	
	<input type="checkbox"/> 寄達局未接獲該郵件。隨附 CN18 收件人聲明書 The item has not been received at the office of destination, The addressee's CN18 declaration is attached		
代收貨價 COD	代收貨價金額的寄遞 Dispatch of COD amount	日期 Date	匯票號碼 No of money order
	金額已匯往 The amount was sent	郵政支票局名稱 Name of giro office	
	<input type="checkbox"/> 郵件寄件人 to the sender of the item	郵政支票局 to the giro office	
	金額已存入郵政活期帳戶 The amount was credited to the giro account	帳號 No	
	<input type="checkbox"/> 還未收到代收貨價金額 COD amount has not been collected	原因 Reason	
派遞局 Delivery office	名字，日期及簽名 Name, date and signature		

最後答覆 **Final reply**

To be given by the administration of destination	查詢之郵件在本郵政範圍內查無結果。若該查詢之郵件仍未退回寄件人，我方授權貴方在規定的限額內賠償予查詢人，並根據情況在 CP75 或 CN48 內列明，向我方收回 The investigations made in our service have been unsuccessful. If the item under inquiry has not been received back by the sender, we authorize you to compensate the inquirer within the prescribed limits and to debit us in a CP75 or CN48 account, as appropriate		
	<input type="checkbox"/> 所付全部款項 The full amount paid	<input type="checkbox"/> 所付的一半款項 (總登錄) Half of the amount paid (buld advice)	文件編號 Reference
	<input type="checkbox"/> 根據雙方協議，應由貴方賠償予查詢人 According to the agreement between our two countries, you have to compensate the inquirer		
	其他通知事項 Any other comments		
	寄達郵政。日期及簽名 Administration of destination. Date and signature		