

# Business Reply Service

## What is “Business Reply Service”?

Business Reply Service allows any business or public organization the convenience to collect reply items from customers such as mail orders, commercials, and enquiries for advertising or promotional activities. Once the application is approved, the applicant can imprint a “Business Reply Service” impression and a unique authorized number on the items. Your target customers can just post the reply items in all post offices and pillar boxes without postage.

## Advantages:



- **Convenience**  
Sender can post the reply item in all post offices or pillar boxes without postage, the payment would be settled by the addressee.
- **Efficient Promotion**  
This service expands your business by promoting your products or services to the public.
- **Prompt Approval**  
Macao Post and Telecommunications Bureau would approve the application two working days after the submission.

## Requirements of Postal Objects:

- **Dimension:**
  - Minimum dimension for correspondence: 90mm x 140mm
  - Maximum dimension for correspondence: 120mm x 235 mm with a tolerance of 2mm

*Remarks: Postcard should not be less than 0.25mm thick.*
- **Weight:** May not exceed 2,000 grams.
- **Use of Colour:** The envelope can be made in any colour of your choice but white is preferred. Otherwise, any artwork, address, and character should be printed in black or dark blue.
- **Quality of Paper:** Must be applicable to the cancellation machine. Furthermore, postcard should be made of cardboard which is sufficiently stiff to withstand the mailing process.
- **Design:**


Government Department

 <p>澳門特別行政區政府 Governo da Região Administrativa Especial de Macau (部門名稱)</p>	<p>免付回郵郵資公共服務 <b>RSF</b></p> <p>許可證編號： AUTORIZAÇÃO NO.</p>		<p>必須貼上郵票 郵費由收件人支付 NÃO CARECE DE SELO. O PORTE SERÁ PAGO PELO DESTINATÁRIO</p>
	<p>只限在本地投寄 A UTILIZAR SOMENTE NO REGIME INTERNO</p>		<p>信件回郵服務 經郵電局批准 CARTA RESPONSA AUTORIZADA PELA DIRECÇÃO DOS SERVIÇOS DE CORREIOS E TELECOMUNICAÇÕES</p>
<p>地址 ENDEREÇO</p>			

(圖號 Modelo Nº)

Remarks: Government Department can place / replace its logo in the top left-hand corner of the envelope.

## Business Organization

<p>免付回郵郵資公共服務</p> <p><b>RSF</b></p> <p>許可證編號： AUTORIZAÇÃO NO.</p>		<p>毋須貼上郵票 郵費由收件人支付 NÃO CARECE DE SELO O PORTE SERÁ PAGO PELO DESTINATÁRIO</p>
<p>只限在本地投寄 A UTILIZAR SOMENTE NO REGIME INTERNO</p>		<p>信件回郵服務 經郵政局批准 CARTEIRA RESPONDA AUTORIZADA PELA DIRECÇÃO DOS SERVIÇOS DE CORREIOS E TELECOMUNICAÇÕES</p>
<p>地址 ENDEREÇO</p>		

### **Fee:**

Annual fee for each approved application is MOP130.00. Besides, an extra charge of MOP1.00 per item will be applied to the normal postage. Publicity on the item (over 3,500 items) will be charged at MOP3,000.00 for each authorization within 6 months the date of approval. For the publicity on the item (less than 3,500 items) will be charged at MOP0.70 for each item. Moreover, a monthly fee of MOP300.00 is charged for the publicized stickers besides the aforementioned charge.

### **Payment Method:**

Upon receipt of the Business Reply Item Collecting Advice, applicant can collect the reply items at the counter No. 6 in our General Post Office and settle the payment either in cash or by cheque.

### **Application Method:**

Applicant is required to fill in an application form which is available at our Sales and Retail Division and all post offices. One specimen with “Business Reply Service” layout should be attached and submitted to:

Sales and Retail Division  
Commercial Department  
Macao Post and Telecommunications Bureau  
Largo de Senado  
Macao

### **Authorization Number:**

Once the application is approved, Macao Post and Telecommunications Bureau would grant an authorization number for identification. The applicant needs to imprint the authorization number on the envelope and submit 4 complete printed proofs to the Sales and Retail Division, Commercial Department of Macao Post and Telecommunications Bureau. (Remarks: one unique authorization number is granted for each layout.)

### **Period of Validity and Renewal:**

The validity period is one year starting from the date of approval. For renewal, the renewal/cancellation form should be submitted to Sales and Retail Division, Commercial Department of Macao Post and Telecommunications Bureau 15 days before the expiry date. The annual renewal fee is MOP130.00.

### **Cancellation of Service:**

For cancellation of service, one renewal/cancellation form should be submitted to the Sales and Retail Division, Commercial Department of Macao Post and Telecommunications Bureau 15 days before the expiry date.

**Others:**

- This service is only applicable to local replies.
- Reply items cannot be registered, insured or marked for express delivery.

**Inquiry:**

If you would like to have further information, please contact us at:

Tel. No.: 83968813

Fax No.: 83968603

E-mail: [exp@ctt.gov.mo](mailto:exp@ctt.gov.mo)