

顧客申辦事項作業流程及處理時限表

Application Guidelines for Postal Mail Services

項目名稱 Application Items	申請作業流程 Application Process	辦理時限 Required Time	應備證件 Required Certificates
<p>申請新聞紙雜誌登記 Application for the Registration of Newspapers and Magazines</p>	<p>(一) 申請人填寫「郵政新聞紙、雜誌登記申請書」1 式 3 份。 (二) 郵局經辦員、主管審核後轉送責任中心局核發交寄登記證。 (1) Fill in “Application Form for the Registration of Postal Newspapers and Magazines” in triplicate. (2) After approval made by clerk and superior official, the application should be transferred to responsibility center office for the presentation of registration certificate.</p>	<p>4-5 天 4-5 days</p>	<p>(一) 公司行號申請者：檢附公司登記證明文件或商業登記證明文件正本與影本(正本驗畢發還)。 其他私法人、團體及私立學校等：檢附相關主管機關核准設立證件正本與影本(正本驗畢發還)。 政府或民意機關發行者：申請書應加蓋機關印信。 (二) 最近發行之同一期新聞紙或雜誌 3 本。 (三) 發行人(與刊物記載之發行人相符)之身分證影本 1 份。 (四) 同時申請自印「郵資已付戳記」。 (1) For companies and business firms: Submit company registration certificate or business registration, both original and copy (original to be returned after verification). Other private body corporate, groups or private schools should submit certificate of approval for establishing issued by responsible institution, both original and copy (original to be returned after verification). For institutions of government or advocacy groups: Application form should be chopped with institution seal.</p>

			<p>(2) Three copies of the same issue of newspapers or magazines released recently.</p> <p>(3) One copy of the identification card of the publisher (identical to the publisher listed in the periodical).</p> <p>(4) Apply for the self-printed "Postage Paid" mark spontaneously.</p>
<p>申請廣告回信登記</p> <p>Application for the Registration of Business Reply Card</p>	<p>(一) 填寫申請書 1 式 2 份，1 份留底，1 份隨樣張 2 份寄責任中心局核發登記證。</p> <p>(二) 繳納預存郵資。</p> <p>(三) 政府機關、公立學校、公營事業或股票上市公司，除免具保證書外，並免繳預存郵資。</p> <p>(1) Fill in application form in duplicate, one kept as file, the other submitted to the responsibility center office along with two copies of the sample for the presentation of registration certificate.</p> <p>(2) Deposit reserved postage.</p> <p>(3) Government institutions、public schools、state-run business or publicly listed companies should be exempted from submitting letter of guarantee and depositing reserved postage.</p>	<p>4-5 天</p> <p>4-5 days</p>	<p>(一) 附回郵樣張 2 份。</p> <p>(二) 公司、行號申請，須附縣市政府核准公司登記或商業登記證明文件正本及影本 1 份 (正本驗畢發還)。</p> <p>(1) Submit two specimens of business reply card.</p> <p>(2) Company、business firm should submit one original and one copy of company license or business registration document issued by county or city government. (Original to be returned after verification).</p>
<p>申請租用專用信箱</p> <p>Application for Leasing Exclusive Postal Mail Box</p>	<p>(一) 申請人填寫專用信箱租用申請書 1 份、領取掛號郵件印鑑單 2 份及專用信箱中文或英文登記卡 1 份。</p> <p>(二) 開具保證金及租金收據。</p> <p>(三) 編定信箱號碼及發給信箱鑰匙。</p> <p>(1) Fill in one copy of the application form for leasing exclusive postal mail box, pick up two copies of chop slip for registered mail item and one copy of registration card of exclusive postal mail box in Chinese or</p>	<p>15 分</p> <p>15 minutes</p>	<p>(一) 公司行號、團體申請，須附主管機關核准設立或登記之證件正本及影本。(正本驗畢發還)。</p> <p>(二) 個人申請，身分證驗畢當場發還。</p> <p>(1) Companies、business firm and other groups should submit one original and one copy of approval for establishing or registration certificate issued by</p>

	<p>English.</p> <p>(2) Issue the receipt of deposit money and rental money.</p> <p>(3) Offer a postal mail box number and a key for the box.</p>		<p>responsible institution.</p> <p>(Original to be returned after verification.)</p> <p>(2)For personal applications: ID card should be returned after verification on the spot.</p>
<p>申請自行加印 郵資已付戳記 Application for Self-printed “Postage-paid” Mark</p>	<p>各地郵局皆可受理，申請人應填寫合約書 1 式 2 份，由經辦員、主管審核後，送責任中心局續辦。</p> <p>Application shall be handled at all the post offices throughout the country.</p> <p>Applicant should fill in agreement in duplicate. Preliminary verification to be conducted by clerk and superior official and then send to responsible post office for further procedures.</p>	<p>4-5 天 4-5 days</p>	<p>(一)個人應持身分證正本及印章，在臺無戶籍人民(含本國人及外國人)持護照正本及居留證正本，親自到受理局窗口申請。</p> <p>(二)政府機關、公私立學校、公營事業單位及公法人申請者，應加蓋印信及負責人簽名或蓋章。</p> <p>(三)公司行號申請者：</p> <ol style="list-style-type: none"> 1. 公司登記證明文件或商業登記證明文件正本。 2. 負責人身分證影本。 3. 申請書上應加蓋公司章及負責人簽名或蓋章。 <p>(四)私人團體及其他團體申請者：</p> <ol style="list-style-type: none"> 1. 主管機關核准設立證件正本。 2. 負責人身分證影本。 3. 具有所得稅扣繳單位統一編號之任何文件影本。 4. 申請書上應加蓋戶名章及負責人簽名或蓋章。 <p>(五)如個人本人或公司負責人無法親自來局申請，得委託他人代為辦理。惟委託人應於申請表單之記事欄記載並簽章證明，並攜帶委託人及代理人之身分證正本，免另附書面。</p> <p>(1)Applicants must bring ID card and seal and apply at the post office counter. If the applicant (domestic or foreign) does not have a household registry, passport and</p>

		<p>residence permit must be brought.</p> <p>(2) Applicants from government organizations, public schools, private schools, public enterprises, or corporate bodies must have the organization's seal as well as the seal or signature of the person in charge on their application form.</p> <p>(3) Applicants from public or private companies should bring:</p> <ol style="list-style-type: none"> a. a certified copy of proof of the company's registered enrollment or a certified copy of the company's commercial registration; b. a copy of the ID of the person in charge of the company. c. Seal of company and chop or signature of the person in charge. <p>(4) Applicants from private or other groups should:</p> <ol style="list-style-type: none"> a. bring original approval documents from the responsible organization; b. bring a copy of the ID of the person in charge; c. bring a copy of the income tax document listing the uniform serial number; d. have the group's seal as well as the seal or signature of the person in charge on their application form. <p>(5) Application from a proxy is allowed, but the proxy must</p>
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			bring their original ID cards. The application form must indicate that a proxy is applying. The application form must also bear the proxy's signature.
查詢國內掛號郵件 Enquiry for Domestic Registered Mail Item	申請人填寫「國內掛號函件及包裹查單」或「傳真查詢國內各類掛號郵件查單」及回執各1份，並繳驗原執據。 Fill in one copy each of "Enquiry Form of Domestic Registered Mail Item" or "Fax Enquiry Form of Domestic Registered Mail Item" with one acknowledgement-of-receipt and submit the original receipt of mailing for verification.	(一) 一般查單 4-10 天 (二) 傳真 1-3 天 (1) General enquiry: 4-10 days (2) Fax enquiry: 1- 3 days	(一)原交寄執據（驗畢發還）。 (二)一般查詢一律免費，申請以傳真查詢者，除快捷郵件免費外，一律收取傳真費 15 元。 (1)Original receipt of mailing (to be returned after verification). (2)General enquiry: Free of charge. Application made by fax, except for speedpost item which is still free of charge, should be charged with NT\$15 each case.
申請國內郵件補償 Application for Compensation for Domestic Mail Items	(一) 申請人填妥郵件補償申請書 1 份。 (二) 附繳原交寄執據。 (三) 出具「郵件遺失毀損補賞金收據」1 份並貼足印花稅票。 (四) 審核無訛後交付補償金。 (1) Fill in one copy of "Application Form for Compensation for Domestic Mail Items". (2) Submit the original receipt of mailing. (3) Hand in one copy of "Receipt of Amount of Compensation for Missing or Damaged Mail Items" affixed with required revenue stamps. (4) Total amount of compensation to be given after proper verification.	20-30 分 20-30 minutes	(一)原交寄執據。 (二)寄件人身分證、印章。 (三)公司、行號章及負責人印章。 (1)Original receipt of mailing. (2)Sender's ID card and Chop. (3)Seal of company or business firm and chop of the person in charge.
申請國際郵件補償 Application for Compensation for	(一) 外國郵政授權補償者： 1. 填妥郵件補償申請書 3 份。 2. 附繳原交寄執據。 3. 出具「郵件遺失毀損補賞金收據」1 份並貼足印花稅票。 4. 審核無訛後交付補償金。	30 分 30 minutes	(一) 1. 原交寄執據。 2. 寄件人身分證、印章。 3. 公司、行號章及負責人印章。 (二) 同上 (1)

International Mail Items	<p>(二) 查詢逾 3 個月(國際快捷逾 1 個月) 無結果，先行補償者：</p> <p>1. 2. 3. 同上。</p> <p>4. 出具書面聲明：不合補償條件時願退還補償金。</p> <p>5. 審核無訛後交付補償金。</p> <p>1.Compensation for international mail items authorized by foreign postal administration:</p> <p>(1) Fill in “Application Form for Compensation for Domestic Mail Items” in triplicate.</p> <p>(2) Submit the original receipt of mailing.</p> <p>(3) Hand in one copy of “Receipt of Amount of Compensation for Missing or Damaged Mail Items” affixed with required revenue stamps.</p> <p>(4) Total amount of compensation to be given after proper verification.</p> <p>2.Enquiry without result made after three months (International Speedpost Item after one month) with amount of compensation to be given beforehand:</p> <p>(1) , (2) & (3): -ditto-</p> <p>(4) Submit written declaration stating that total amount of compensation shall be returned to the post office in case the application fails to comply with required conditions.</p> <p>(5) Compensation fee to be given after proper verification.</p>		<p>a. Original receipt of mailing.</p> <p>b. Sender’s ID card and Chop.</p> <p>c. Seal of company or business firm and chop of the person in charge.</p> <p>(2)-ditto-</p>
申請郵件撤回 Application for Withdraw from the Post	<p>(一) 郵件未投遞前，寄件人可付費申請撤回 (但郵件尚在原寄局，申請者得免付費)。</p> <p>(二) 填寫申請書 1 份，送交原寄局辦理。</p> <p>(1) Applicant may pay additional charge for applying for withdraw from the Post before the mail item being delivered. (Applicant may be</p>	<p>(一) 一般 4-7 天</p> <p>(二) 傳真 1-3 天</p> <p>(1) General: 4 -7 days.</p> <p>(2) Fax: 1-3 days</p>	<p>(一)寄件人身分證、印章。必要時，須覓具舖保。</p> <p>(二)撤回郵件如給有執據，應繳回。</p> <p>(三)檢附與原寄郵件所書相同之封面式樣 1 件。</p> <p>(1)Sender’s ID card and chop; and, store guarantee if necessary.</p> <p>(2)Receipt of mailing to be</p>

	<p>exempted from the charge if the mail item is still at the original post office.)</p> <p>(2) Fill in one copy of application form and send to the original post office for further process.</p>		<p>returned to the post office if the mail item to be withdrawn bearing a receipt.</p> <p>(3) Submit one copy of the same written cover as the original mail item.</p>
<p>申請郵件改投、改寄新地址</p> <p>Application for Re-delivering or Re-directing to a New Address</p>	<p>(一) 收件人或代收人因地址變更，得申請將郵件改向新地址投遞。</p> <p>(二) 填寫申請書 1 份，送交當地郵局辦理。</p> <p>(三) 申請改投改寄，自申請之日起 2 個月為有效期限。同一地址改投或改寄同一新地址者，其申請以 1 次為限。</p> <p>(四) 寄件人於封面郵件印註「不得改投或改寄」或其他同義字者，該郵件不受理改投或改寄。</p> <p>(1) In case the address of the addressee or the addressee's agent change, the sender may apply for re-directing.</p> <p>(2) Fill in one copy of application form and send it to the local post office for processing.</p> <p>(3) Valid time for re-delivering or re-directing is due within two months after application. Application destined for new address from one address is limited to one time only.</p> <p>(4) Application for re-delivering or re-directing of the mail item with the cover marked "Re-delivering or re-directing not allowed" by sender is not accepted.</p>	<p>4-5 天</p> <p>4-5 days</p>	<p>申請書應書明下列事項並由申請人簽名蓋章：</p> <p>(一) 收件人或代收人之姓名。</p> <p>(二) 收件人或代收人之原地址。</p> <p>(三) 收件人或代收人之新地址。</p> <p>Application form should declare the following items and shall be signed and chopped by the applicant:</p> <p>(1) Name of the addressee or the addressee's agent.</p> <p>(2) Original address of the addressee or the addressee's agent.</p> <p>(3) New address of the addressee or the addressee's agent.</p>
<p>申請招領中掛號函件改投上班地點</p> <p>Application for Claiming Registered Mail Items to Be</p>	<p>(一) 收件人得向郵件招領郵局申請將招領中之掛號函件改投上班地點。</p> <p>(二) 以書面郵寄、傳真或以電話向招領郵局逐件申請辦理。</p> <p>(三) 申請改投之郵件以普通、限時掛號函件為限。但信用卡函件不得以電話申請。</p> <p>(四) 寄件人於封面郵件印註「不得改投</p>	<p>1-3 天</p> <p>1-3 days</p>	<p>申請書或電話應申明下列事項：</p> <p>(一) 收件人姓名、地址、聯絡電話。</p> <p>(二) 掛號函件號碼及招領日期。</p> <p>(三) 收件人上班地址。</p> <p>(四) 申請書應由收件人簽名蓋章。</p> <p>The following items should be declared in the application form or</p>

<p>Re-delivered to Office</p>	<p>或改寄」或其他同義字者，該郵件不受理改投或改寄。</p> <p>(1) Addressee may apply to the claiming office for claiming registered mail items to be delivered to his/her office.</p> <p>(2) Application shall be made by written documents, by fax or by telephone to the claiming office.</p> <p>(3) Mail items to be applied are limited to ordinary or prompt delivery mail items only and should be made item by item. Mail items with credit cards shall not be made by telephone calls.</p> <p>(4) Mail items marked “Re-delivering or re-directing not allowed” or similar marks on the cover shall not be accepted for re-delivering or re-directing.</p>		<p>by telephone call:</p> <p>(1) Addressee’s name, address and corresponding telephone number.</p> <p>(2) Registered number of the mail item and claiming date.</p> <p>(3) The address of the office of the addressee.</p> <p>(4) Application form should be signed and chopped by the addressee.</p>
<p>申請投遞前掛號函件改投上班地點 Application for Re-delivering Registered Mail Items to Office before Being Delivered</p>	<p>(一) 收件人得申請將寄交住家之掛號函件改投上班地點。</p> <p>(二) 填寫申請書 1 份，以郵寄或傳真方式向當地郵局申請辦理。</p> <p>(三) 為便利收受郵件及配合處理作業，以封面書明申請人本人為收件者為限。</p> <p>(四) 經查證後永久有效，經選定掛號函件改投地址後，如不繼續改投時，請以書面通知原申請之投遞郵局。</p> <p>(1) Addressee may apply for registered mail items destined for residence to be re-delivered to his/her office.</p> <p>(2) Fill in one application form to be sent or faxed to local post offices for application.</p> <p>(3) To facilitate delivery and to comply with processing, this service is limited to mail item marked the applicant as its addressee on the cover only.</p> <p>(4) The application shall be good forever. Any alternation for such re-delivery</p>	<p>1-5 天 1-5 days</p>	<p>申請書應書明下列事項並簽名蓋章：</p> <p>(一) 收件人姓名、住家地址、聯絡電話。</p> <p>(二) 收件人上班地址。</p> <p>Application should declare the following items together with signature and chop:</p> <p>(1) Addressee’s name, address and corresponding telephone number.</p> <p>(2) The address of the office of the addressee.</p>

	shall be made by written application to the original applying office.		
申請晚間投遞 限時掛號函件 Application for Registered Prompt Delivery Mail Item to be Delivered at Night	(一)收件人得申請將掛號函件改以晚間之限時郵班投遞，並加納限時費。 (二)填寫申請書1份，以郵寄、傳真或以電話向當地郵局申請辦理。 (三)申請人地址以「限時投遞區」為限。如不繼續接受晚間投遞時，請以書面或電話通知當地投遞郵局。 (四)寄件人亦得於交寄「限時掛號函件」時，加貼「限時晚間投遞」專用簽條，指定晚間投遞。 (1) Addressee may apply for delivering registered mail items at night with night prompt delivery shifts and pays an extra prompt delivery charge. (2) Fill in application form and send or fax to local post offices for application. (3) Address of the addressee shall be restricted by “Prompt Delivery Zone.” Termination of such delivery shall be made by written application or telephone to local delivering offices. (4) Sender may affix a “To be Delivered at Night” slip on a registered prompt delivery mail item while sending it to commission the night delivery.	1-2 天 1-2 days	申請書或電話應申明下列事項： (一)收件人姓名、地址、聯絡電話。 (二)申請書應由收件人簽名蓋章。 The following items should be declared in the application form or telephone call: (1)Name, address and corresponding telephone of the addressee. (2)Application should be signed and chopped by the addressee.
身心障礙者申請到府收寄掛號郵件 Application for Registered Mail Item to Be Collected at Home Made by the Disabled	(一)身心障礙者得申請到府上門收寄掛號郵件。 (二)以電話向當地郵局申請辦理。 (1) The disabled may apply for registered mail items to be collected at home. (2) Call local post offices for application.	1-4 小時 1-4 hours	電話申請應申明下列事項： (一)申請人姓名、地址、聯絡電話。 (二)交寄之郵件種類。 Application should declare the following items: (1)Applicant’s name, address and corresponding telephone number. (2)The categories of the mail items to be collected.

<p>身心障礙者申請按址投遞掛號郵件</p> <p>Application for Delivering Registered Mail Items to the Commissioned Address Made by the Disabled</p>	<p>(一)身心障礙者得申請掛號郵件均按地址投遞(2樓以上亦上樓按址投交簽收)。</p> <p>(二)填寫申請書1份向當地郵局申請辦理。</p> <p>(1) The disabled may apply for delivering registered mail items to the commissioned address. (2nd floor with signature for delivery also accepted)</p> <p>(2) Fill in one copy of application form and send to the local post offices for application.</p>	<p>1-3 天</p> <p>1-3 days</p>	<p>(一)申請書應由申請人簽名蓋章，並書名地址。</p> <p>(二)檢附身障手冊影印本1件。</p> <p>(1)Application form should be signed and chopped by the applicant.</p> <p>(2)Submit one copy of “Handbook for the Welfare of the Disabled.”</p>
<p>申請電子郵遞帳戶帳號</p> <p>Application for Electronic Mail Account</p>	<p>(一)申請人填寫「電子郵遞帳戶申請表」1式2份。</p> <p>(二)郵局經辦員、主管審核後1份退申請人，1份連同轉帳同意書於日終彙總當日之申請書表格，以郵政公事掛號寄臺北郵局電子郵件科處理。</p> <p>(1) Fill in “Application Form of Electronic Mail Account” in duplicate.</p> <p>(2) One copy shall be returned to the applicant after being verified by clerk and superior official. Another copy with a letter of consent for bank transfer in the daily accumulated list of application and a copy of relative certificate to be mailed with “On Postal Service” registered mail to the Electronic Mail Section of Taipei Post Office for further processing.</p>	<p>窗口收件寄臺北郵局電子郵件科審核通過，投交申請人共約 4-5天</p> <p>Upon receipt at the counter, the application form shall be sent to the Electronic Mail Section of Taipei Post Office for approval and then revert to the applicant: 4-5 days</p>	<p>(一)政府機關、公私立學校、公營事業單位及公法人申請者，應蓋印信或關防。</p> <p>(二)公司行號申請者，檢附公司登記證明文件或營業登記證明文件正本及負責人身分證正本。</p> <p>※申請書上應加蓋公司章及負責人簽名或蓋章。</p> <p>(三)法人團體及非法人團體申請者，檢附主管機關核准設立證件或登錄證明文件正本。具有所得稅扣繳單位統一編號之文件正本、負責人身分證正本。</p> <p>※申請書上應加蓋戶名章及負責人簽名或蓋章。</p> <p>(四)個人應持身分證件(身分證、護照及居留證等)正本親自向郵局窗口辦理。</p> <p>(1)Government institutions, public or private schools, state-run business units and public body corporate should seal or chop.</p> <p>(2)Business firms should submit copies of company license or business registration certificate together with the copy of ID</p>

			<p>card of the person in charge.</p> <p>(3) Application made by private groups or other groups should submit with registration No. or establishing certificate approved by responsible institutions. The copy of the document with unification code of a levying unit with income taxation and ID card of the person in charge.</p> <p>(4) Personal applicant should take original identification certificates (ID card, passport or alien resident certificate to apply at the counter personally.</p>
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