

中華郵政公司營業窗口服務項目雙語對照表

類別	原 對 照 表 項 目 內 容	
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	1.1 信函	Letters
	1.2 包裹	Parcels
	1.3 國內包裹	Domestic Parcels
	1.4 國際包裹	International Parcels
	1.5 國內快捷	Domestic Speedpost
	1.6 國際快捷	International EMS
	1.7 掛號函件	Registered Mail
	1.8 快捷郵件	EMS / Speedpost
	1.9 欠資郵件	Unpaid or Underpaid Mail
	1.10 招領郵件	Mail Claim
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	1.17 報值郵件	Value-Declared Mail
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	1.19 傳真郵件	Fax Mail
	1.20 快遞郵件	Express Mail
	1.21 代收貨價郵件	COD Mail
	1.22 郵件業務	Postal Services
	1.23 函件業務	Letter-Post Item Services
	1.24 包裹業務	Parcel Services
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	1.29 傳真業務	Fax Services
	1.30 信箱業務	PO Box Services

1.31 存證信函	Legal Attest Letters
1.32 報值信函/包裹	Value-Declared Letter-Post Items/Parcels
1.33 出租信箱	PO Box Rentals
1.34 郵件資費表	Postage Rates and Charges
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1.36 國內快捷郵件資費表	Domestic Speedpost Rates
1.37 國內大宗掛號函件	Bulk Domestic Registered Mail
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1.43 國內快捷收寄局一覽表	Domestic Speedpost Service Areas Chart
1.44 e化便利郵局	e-Post
1.45 業務說明	Services Information
1.46 封裝服務	Packing Services
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1.48 稅單核發	Issuance of Customs Duty Notes
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1.50 出口郵包驗關	Customs Clearance for Outgoing EMS & Parcels
1.51 進口郵包放行	Release of Incoming EMS & Parcels
1.52 進口郵包驗關	Customs Clearance for Incoming EMS & Parcels
1.53 領取國際包裹	International Parcel Claim
1.54 收寄國際包裹	Collection of International Parcels
1.55 信封書寫範例	Format for Addressing Envelope
1.56 投交收件人親收	Delivery to the Addressee in Person
1.57 國際包裹五聯單	International Parcel Address Pack
1.58 國際快捷郵件五聯單	EMS Address Pack
1.59 國內代收貨價託運單	Domestic COD Shipping Notes
1.60 國內掛號包裹託運單	Domestic Registered Parcel Shipping Notes
1.61 國內快捷郵件託運單	Domestic Speedpost Shipping Notes

	1.62 掛號郵件收件回執	Registered Mail Requiring Advice of Receipt
	1.63 郵局代售業務項目：	Postal Agency Services
	1. 鐵路火車票	1.Train Tickets
	2. 印花稅票	2.Revenue Stamps
	3. 簡章	3.Forms and Brochures
	4. 高普考簡章	4.Civil Service Examination Guidelines
	5. 防癆紀念票	5.Anti-Tuberculosis Stamps
	6. 紀念幣及紀念金銀條塊	6.Commemorative Coins and Gold Silver Bullion
	7. 電話卡	7.Phone Cards
	8. 郵筒模型	8.Mail Collection Box Models
	9. 米	9.Rice
	10. 3C 電器	10.Consumer Electronics, Computer and Communication Appliances
	11. 年節伴手禮	11.Holiday Gift Boxes
	12. 美容商品	12.Beauty Products
	13. 酒類商品	13.Wine and Liquor
	14. 生活用品	14.Lifestyle Products
	15. 有機食品	15.Organic Foods
	16. 保健食品	16.Healthy Supplements
	17. 保健飲（油）品	17.Healthy Drinks & Cooking Oil
	18. 書籍	18.Books
2	集郵	
	2.1 集郵	Philately
	2.2 集郵服務	Philatelic Services
	2.3 郵票	Postage Stamps
	2.4 個人化郵票	Personal Greeting Stamps
	2.5 集郵服務中心	Philatelic Center
	2.6 中華郵政集郵電子商城	Postal Stamp Mall
	2.7 集郵商品展示櫃	Philatelic Products Showcase
	2.8 長期集郵訂戶服務	Long-term Subscribers Services
	2.9 上網訂購網址	Order Online at http://stamp.post.gov.tw
3	儲匯、壽險	

3.1 郵政儲金、匯兌、壽險、代理	Postal Savings, Remittances, Life Insurance & Agency Services
3.2 郵政業務利率表(年息%)：	Interest Rates of Postal Services Chart (Annual Interest %)
1. 定期儲金	1. Time Deposit
(1) 一月~未滿三月期	(1) 1M~Less Than 3M
(2) 三月~未滿六月期	(2) 3M~Less Than 6M
(3) 六月~未滿九月期	(3) 6M~Less Than 9M
(4) 九月~未滿一年期	(4) 9M~Less Than 1Y
(5) 一年~未滿二年期	(5) 1Y~Less Than 2Y
(6) 二年~未滿三年期	(6) 2Y~Less Than 3Y
(7) 三年期	(7) 3Y
2. 固定利率	2. Fixed Rates
3. 機動利率	3. Floating Rates
4. 壽險房貸	4. Real Estate Mortgage Loans
5. 保單借款	5. Policy Loans
3.3 郵政簡易人壽保險	Postal Simple Life Insurance
3.4 郵政壽險不動產抵押借款業務(全名)	Postal Life Insurance Real Estate Mortgage Loans
3.5 外匯匯率	Foreign Exchange Rates
3.6 薪資存款業務	Payroll Deposit Services
3.7 郵政禮券	Postal Gift Coupons
3.8 存簿新立戶、補副專辦櫃檯	Open New Accounts & Reissue Passbooks
3.9 郵政儲金	Postal Savings
3.10 郵政存簿儲金	Postal Passbook Savings
3.11 郵政劃撥儲金	Postal Giro
3.12 郵政定期儲金	Postal Time Deposit
3.13 存款、提款	Deposit/Withdrawal
3.14 郵政匯兌	Postal Remittances
3.15 郵政匯票	Postal Money Orders
3.16 國際郵政匯票	International Postal Money Orders
3.17 入戶匯款(郵政存簿儲金帳戶間匯款)	Remittances between Postal Passbook Savings Accounts
3.18 跨行通匯	Inter-Bank Remittances
3.19 外匯匯款	International Remittances
3.20 買賣外幣、旅行支票	Foreign Exchange & Traveler's Cheques

3.21 代理業務	Agency Services
3.22 代銷基金業務	Mutual Fund Services
3.23 新立戶	New Accounts
3.24 金融卡	ATM Cards
3.25 轉帳代繳	Direct Debit
3.26 更印、掛失、補副	Change Seals, Announce Loss and Reissue Passbooks and ATM cards
3.27 持大量硬幣交易者	Those with Lots of Coins
3.28 地址變更	Change of Address
3.29 帳戶委託或終止轉帳代繳費用	Setting up or Terminating Automatic Payments
3.30 存簿存款單	Passbook Deposit Slips
3.31 存簿提款單	Passbook Withdrawal Slips
3.32 郵政國內匯款單	Postal Domestic Remittance Forms
3.33 跨行匯款申請書	Application Forms for Inter-Bank Remittances
3.34 無摺存款單	Deposit Slips (for those without their passbooks)
3.35 劃撥存款單	Postal Giro Deposit Slips
3.36 劃撥提款單	Postal Giro Withdrawal Slips
3.37 定期存款單	Certificates of Deposit
3.38 續存定期存款單	CD Renewal Forms
3.39 郵政金融卡申請書	ATM Card Application Forms
3.40 快速窗口服務項目，受理 X 筆以下合計金額新臺幣 X 萬元以下，並符合下列條件：	This express counter serves customers with X or less transactions for a total less than NT \$ X in the following areas:
*存簿儲金存、提款（不含新開戶及補副存簿）	*Making a deposit to or withdrawal from a passbook savings account (not including opening a new account or applying to reissue a passbook)
*劃撥儲金存款（學費、信用卡、電話費、交通違規罰款之繳款等，不含新開戶）	*Making deposit into a Giro account (paying tuition, credit card bills, telephone bills, traffic tickets, and so forth, but not including opening up a new account)
*入戶匯款（郵政存簿儲金帳戶間匯款）	*Remittances between Postal Passbook Savings Accounts

	*新開戶暫由○號窗口受理	*Counter closed. Please go to counter number ○ to open a new account.
	*欲開立存簿、劃撥帳戶，請逕至○號窗口洽辦	*Please go to counter number ○ to open a Passbook savings / Giro account.
4	營業場所	
	4.1 公告欄	Bulletin Board
	4.2 服務檯	Information Counter
	4.3 郵政消息	Postal News
	4.4 榮譽員工榜	Employee of the Month
	4.5 營業時間	Business Hours
	4.6 收信時間	Mail Collection Time
	4.7 截郵時間	Post Deadline
	4.8 夜間郵局	Night Post Office
	4.9 自助郵局	Self-Service Post Office
	4.10 銷售中心	Sales Center
	4.11 印花稅票代銷處	Revenue Stamp Agency
	4.12 志工服務檯	Volunteer Counter
	4.13 服務檯（服務項目）	Information（Items of Service）
	1. 愛心服務	1.Disabled Services
	2. 業務諮詢	2.Information
	3. 代客書寫	3.Writing Assistance
	4. 提供單據	4.Forms
	5. 失物招領	5.Lost and Found
	4.14 快速窗口（免取號碼牌）	Express Counter (Queuing Number Not Required)
	4.15 愛心窗口	Counter for the Disabled
	4.16 配置圖	Floor Plan
	4.17 ATM 24 小時服務	24-hour ATM Services
	4.18 儲匯壽險請上 2 樓	Please go to the 2 nd floor for Banking and Life Insurance Services.
	4.19 緊急出口、疏散方向	Emergency Exit / Exit
	4.20 請按鈕取牌等候叫號辦理	Please take a number and wait for service
	4.21 等待人數	Number of People Waiting
	4.22 暫停受理	Closed
	4.23 業務說明	Service Descriptions

4.24 不動產抵押借款	Real Estate Mortgage Loans
4.25 郵遞區號一覽表	Zip Code Chart
4.26 專用信箱投遞時刻表	PO Box Delivery Schedule
4.27 各項業務申辦流程及處理時限表	Application Procedures and Processing Time
4.28 各類郵件書寫範本	Specimen Forms
◎郵政儲匯業務委託書	◎Power of Attorney on Postal Savings and Remittances Related Business
4.29 歡迎免費索取	Free Brochures/DM
4.30 請用茶水	Drinks for All
4.31 老花眼鏡	Reading Glasses
4.32 愛心傘	Courtesy Umbrellas
4.33 市區免費電話	Free Local Calls
4.34 服務鈴	Ring for Service
• 請身心障礙人士及高齡顧客按鈴通知郵局派員前來服務	• Disabled Persons and Senior Citizens, please ring for service
4.35 首長信箱	Director's Mailbox
4.36 顧客意見箱	Suggestions
• 如有寶貴意見，請多利用本局信箱	• Welcome your opinions and comments
4.37 服務專線	Customer Service Lines
4.38 小心階梯	Watch Your Step
4.39 請脫安全帽及口罩	Please Take off Your Helmet and Mask
4.40 請用雨傘套，謝謝！	Please use disposable plastic bags provided for wet umbrellas
4.41 化粧室	Restroom
4.42 身心障礙專用廁所	Restroom for the Disabled
4.43 來賓請登記	Visitor Registration
4.44 請至市府路守衛室	Please go to the Security Room on Shihfu Rd.
4.45 身心障礙專用停車位	Disabled Parking Only
4.46 腳踏車停放區	Bicycle Parking
4.47 公務機車停放區	Chunghwa Post Motorcycles Parking Only
4.48 公務車停車位	For Chunghwa Post Vehicles Only
4.49 非本局車輛請勿停放	For Chunghwa Post Vehicles Only
4.50 逆滲透飲水機，水質衛生可靠，敬請安心飲用	Please drink this water which has been produced with reverse osmosis.

	4.51 為維護顧客安全與環境衛生，請勿將寵物攜帶入郵局內	No Pets Allowed
5	郵用機械	
	5.1 郵資票出售機	Postage Label Vending Machine
	5.2 郵政票品出售機	Stamp Vending Machine
	• 本機售票產品：郵票、小全張、明信片、郵摺	• Merchandise: Stamps, Souvenir Sheets, Postcards and Stamp Folios
	5.3 郵政票品出售機操作說明	Stamp Vending Machine Operating Instructions
	1. 請投幣（若零錢不足燈亮時，本機不找零，請投入欲購買票品金額）	1. Please insert coins. (When the “No change” light is on, the machine will not make changes. Please insert the exact amount.)
	2. 請按票品號碼鍵（請按有票品的號碼，以免空轉吃錢）	2. Please press the number button for the selected postal item. ※Do not press any numbers that do not contain any items.
	3. 請從機器下方取出票品和找零	3. Please remove the item(s) and any change from the dispenser below.
	4. 如有其他操作問題，請洽郵局窗口或服務檯	4. For additional assistance, please contact window clerks or the information desk.
	5.4 掛號函件收寄機	Registered Mail Mailing Machine
	5.5 號碼機	Ticket Dispenser
	*請抽號碼牌	*Please take a number
	*申辦業務請抽取號碼牌等候叫號辦理	*Please take a number and wait for service
	5.6 自動櫃員機	Automatic Teller Machine (ATM)
	5.7 自動櫃員機交易	ATM Transactions
	*現金提款	*Cash Withdrawal
	*轉帳	*Balance Transfer
	*信用卡預借現金	*Credit Card Cash Advance
	*餘額查詢	*Balance Inquiry
	*變更密碼	*Change Password
	◎持卡人請注意！金融卡轉帳，只能把錢「轉出」「不能轉入」	◎Attention! The ATM can only transfer funds out of your own account
	5.8 補摺機	Passbook Entry Machine
	5.9 自動補摺機使用說明	Passbook Entry Operating Instructions
	*僅供補登郵政存簿	*For Postal Passbooks Only

	*請翻到上次列印最後一行補登頁	*Please open to the last entry
	*請整平存簿並將存簿插入補摺位置	*Smooth passbook and insert
	*補登完妥自動退出	*Your passbook will be returned upon completion
	*存簿用完時，請洽櫃檯人員	*Contact any counter clerk when your passbook is completely filled
6	標語	
	6.1 郵政與社會同步邁進	The Postal Service: Walking hand in hand with society toward a brighter future.
	6.2 可靠，親切，效率，創新	Reliability, Amiability, Efficiency and Innovation
	6.3 追求卓越邁進新世紀	Pursuing Excellence in a New Era
7	網頁	
	7.1 下載專區	Download
	7.2 查詢專區	Inquiry
	7.3 全國營業據點詳情	Business Locations
	7.4 全國營業據點一覽表	Post Office Locations
	7.5 各縣市主要郵局	Main Post Offices
8	業務宣導	
	郵政存簿在手，好處多多：	Postal passbook savings accounts offer many benefits:
	*利息免稅	*Tax-free interest
	*機構普遍	*Post office branches are everywhere
	*全國通儲	*Nationwide computerized network
	*營業時間長	*Long business hours
	*可辦理電話語音轉帳	*Transfer funds between accounts by phone
	*個人戶可申領郵政金融卡	*ATM cards are available to individual account holders upon request
	*入戶匯款(存入郵政存簿帳戶)	*Remittances to postal passbook accounts
	*跨行轉帳	*Inter-bank transfers
	*可受理機關團體委託薪資轉存	*Payroll deposit service
	*24 小時服務專線：	*24-Hour Customer Service Line: 0800-700365