

Hongkong Post aims to provide reliable, efficient and universal postal services at reasonable and affordable prices to meet the postal needs of Hong Kong and fulfil its universal postal service obligation while contributing to the development of the Guangdong-Hong Kong-Macao Greater Bay Area as a strategic postal and logistics hub for the country.

Hongkong Post changed to a trading fund operation on August 1, 1995. The new status provides Hongkong Post with a high degree of financial autonomy, enabling it to respond more effectively to changing market demand and customer needs, and to pursue new initiatives and improvements. Despite the changes in its financial and accounting framework, Hongkong Post remains a government department. As at December 2025, there were 122 post offices, comprising 29 on Hong Kong Island, 34 in Kowloon, 56 in the New Territories and outlying islands, and 3 mobile post offices.

**Postal Services:** The laws of Hong Kong empower Hongkong Post to handle local and non-local mail and mail for transit to other places.

**Letter Mail Services:** In 2024-25, Hongkong Post handled 559 million local letters. Of the locally posted ordinary and registered small letters, 99.9% were delivered on the following working day after posting.

Non-local letter mail services include Air Mail, Bulk Air Mail, Surface Mail, Bulk Bag and Direct Agent Bag. A total of 36 million air and surface letters were posted to non-local destinations in 2024-25.

**Parcel Services:** Both local and non-local parcel services are available. Customers may send parcels by air or surface to around 230 non-local destinations. In 2024-25, Hongkong Post handled about 0.41 million local and non-local parcels. Our performance pledge is that 99.5% of the local and inward parcels can be delivered to Hong Kong Island, Kowloon and major commercial and industrial areas in the New Territories within two working days after the day of posting or arrival, and to other areas within three working days.

**Speedpost Service:** Speedpost is the local brand name of the global Express Mail Service of the Universal Postal Union (UPU). It is a non-local courier service with mail tracking functions operated by Hongkong Post. Speedpost provides reliable, convenient and value for money express delivery services for customers. With a global reach of destinations, packages can be delivered to major cities on the following business day at the earliest. Senders may use the pick-up service, or visit any post office or iPostal Kiosk to post mail items.

**e-Express+ Service:** The e-Express+ Service offers senders end-to-end visibility of the items sent, facilitating their online transactions. It currently covers over 200 destinations with a surging service demand. It also offers flexible payment options, including online credit card payment, payment through permit mailing deposit accounts (prior application to Hongkong Post is required), or payment at posting counters by cash, EPS or Octopus.

**Local CourierPost:** This service specially caters for the needs of both individuals and businesses for local express delivery of documents and packages. Local CourierPost items can conveniently be posted at any post office throughout the territory. Customers may also register as account holders and enjoy the pick-up service. For major industrial and commercial areas, the service guarantees that items accepted before the cut-off time are delivered by 1:00 p.m. on the following working day.

**EC-GET:** EC-GET is an economical local mail service providing simple posting methods and flexible mail collection arrangements, featuring delivery/collection notifications and basic tracking functions.

**EC-Ship Online Portal:** The portal provides a one-stop selling and shipping solution for customers, who can prepare shipping labels via the portal and have the option of using six types of non-local mail service, namely the e-Express+ Service, Speedpost Service, Air Registered Mail (for mail containing documents only), Surface Registered Mail, Air Parcel and Surface Parcel service, and four types of local mail service, namely EC-GET, Local Registered Packet, Local CourierPost and Local Parcel. All mail items prepared via the portal can be posted at any post office throughout Hong Kong (except mobile post offices).

**“Easy PreCustoms” – Online Platform for Submission of Electronic Customs Data:** The platform is tailor-made for senders to submit electronic customs data prior to posting mail items to non-local destinations. The data will be transmitted to the destination’s postal administration and customs authority for pre-customs clearance. “Easy PreCustoms” online platform and its mobile application do not require pre-registration. Senders can use this platform to input electronic customs data before visiting the post office. All post offices (except mobile post offices) are also installed with the “Easy PreCustoms” kiosks or tablets for self-submission of electronic customs data.

**Mail collection at Post Offices/ Self-service iPostal Stations:** Mail collection at Post Offices/ Self-service iPostal Stations is easy and convenient. Simply provide the recipient’s SMS-enabled mobile phone number and the code of the post office/ iPostal Station for collection and the recipient can then collect the items at the selected post office/ iPostal Station. Pre-registration is not required.

**Philatelic Services:** Like many postal administrations, Hongkong Post issues two kinds of postage stamps – definitive stamps and special/commemorative stamps. Usually there are around ten or more sets of special/commemorative stamps issued each year. Hong Kong postage stamps, which reflect Hong Kong’s history, customs and development, are designed and printed to a consistently high standard. The low postage rates prevailing in Hong Kong make philately an interesting and inexpensive hobby. Apart from handling and promoting philatelic services, Hongkong Post Stamps provides a wide variety of philatelic products to meet the needs of stamp collectors. It also offers the Heartwarming Stamps Customised Service and a one-stop service in producing special stamp souvenirs for individuals and corporations. In addition to its extensive post office network, Hongkong Post also makes use of its well-

established advance order system and online shopping platform to enable philatelists to purchase Hong Kong stamps and philatelic products in a convenient manner.

**ShopThruPost:** ShopThruPost is an online shopping platform of Hongkong Post where customers can place advance orders for or make purchases of our latest stamp products. It also carries a broad range of philatelic products and postal stationery offered by Hongkong Post for the public.

**PayThruPost Service:** The PayThruPost Service provides customers with great convenience to settle government, utility and other bill payments by cash, cheque, bank draft, EPS and FPS at all post offices (FPS is only applicable for designated bill payments while fixed penalty tickets cannot be settled at mobile post offices).

**Certification Authority (CA) Service:** To encourage the development of electronic commerce in Hong Kong, Hongkong Post established a public key infrastructure and began acting as the first public CA in Hong Kong in January 2000. As empowered by the Electronic Transactions Ordinance, the Postmaster General is a recognised CA in Hong Kong. Hongkong Post Certification Authority (HKPCA) issues digital certificates, namely Hongkong Post e-Certs, to individuals, government departments and businesses to facilitate the identity verification of the subscribers over the internet. The operation and services of HKPCA have been outsourced to Certizen Limited since April 1, 2012. By the end of December 2025, HKPCA has issued about 3.02 million digital certificates.

**Hongkong Post Mobile Application:** The Hongkong Post Mobile App, available for both iPhone and Android mobile devices, allows the public to track mail delivery status, calculate postage, check the locations of postal facilities, search for local mailing address format, make appointments for Speedpost or Local CourierPost pick-up service, apply for mail redelivery service, settle Hongkong Post bills with e-Cheque, settle the surcharge of underpaid mail, submit electronic customs data of mail items for customs clearance, change mail collection office, access to e-Authority Card, and obtain other postal service information of Hongkong Post anytime and anywhere.

**Postage Label Vending Machine (PLVM):** PLVMs provide the sale of self-adhesive postage labels in 12 pre-set denominations and a postage enquiry function. Customers can enquire about postage and purchase the postage labels required according to the destination, format and weight of their mail items.

**iPostal Station Service:** An iPostal Station is a suite of self-service lockers located at a convenient location within the community, which provides mail collection services for the public. Once a mail item has arrived at the designated iPostal Station, the recipient can collect the item by simply inputting the passcode shown on the collection SMS. Pre-registration is not required.

**iPostal Kiosk Service:** In 2021, Hongkong Post introduced the self-developed iPostal Kiosk to provide a round-the-clock automated posting service, allowing the public to post mail items weighing up to 2 kg anytime without being restricted by the opening hours of post offices.

**Regional and International Cooperation:** Hongkong Post participates as a member of the delegation of the People's Republic of China in meetings and activities of the UPU. Established in 1874 in Berne, Switzerland, the UPU aims to foster the sustainable development of quality and efficient

universal postal services in order to facilitate communication among people around the world, and to guarantee the free circulation of postal items within the interconnected single postal territory formed by its member countries. The UPU Congress is held once every four years to determine strategic policy issues and to review existing postal working procedures and regulations to ensure that they continue to meet the needs of the community. Meanwhile, Hongkong Post remains a separate postal administration to effectively exchange international mail and enter into bilateral postal agreements with other postal administrations.

Apart from the UPU, Hongkong Post participates in the meetings and activities of the Asian-Pacific Postal Union (APPU), also as a member of the China delegation. The APPU is a regional postal union which deals with postal matters in Asia and Oceania. It aims at improving postal services through promoting understanding and cooperation among the postal administrations in the region.

Hongkong Post is also a member of the Asia Pacific Post Cooperative, which was established in 1998 to improve the quality of postal services in the Asia-Pacific region, enable member postal administrations to enhance their market share and address operational, commercial, technical and economic issues of postal services in the region.