

Pos Laju Prepaid EziDrop FREQUENTLY ASKED QUESTIONS

Q1	What is Pos Laju Prepaid EziDrop?			
A1	<p>You can now easily drop-off your Pos Laju prepaid item for posting at a Pos Laju Prepaid EziDrop machine near you. It is safe, fast and convenient.</p> <p>Pos Laju Prepaid EziDrop is currently available at 10 selected post offices and Pos Laju Centres within Klang Valley. We are looking to expand to other locations nationwide in the near future.</p>			
Q2	Where are the locations of Pos Laju Prepaid EziDrop, and what are the operating hours?			
A2		POS LAJU PREPAID EZIDROP LOCATION	ADDRESS	OPERATING HOURS
	1	Pos Laju Bandar Baru Bangi (POS24)	No. 40, Jalan P10/21, Taman Industri Selaman, 43650 Bandar Baru Bangi	Mon - Sun : 24 hours
	2	Pos Office Giant Seksyen 13, Shah Alam	B29 - B30, Lot 2, Persiaran Sukan, Seksyen 13, 40100 Shah Alam, Selangor	Mon - Sun : 8:00am - 10:00pm
	3	Pos Office Tesco Extra, Selayang	F6, No. 1081 Jalan Ipoh Mukim Batu 51200 Kuala Lumpur	Mon - Sun : 8:00am – 12:00am
	4	Pos Office Tesco, Cheras	F 40A, No 2, Jalan Midah 2, Taman Midah, 56000 Cheras, Selangor	Mon - Sun : 8:00am – 12:00am
	5	Pos Laju Kiosk Pos Malaysia e-Commerce Hub, Level 1, Dayabumi Complex	Pos Malaysia e-Commerce Hub Dayabumi, Level 1, Dayabumi Complex, 50670 Kuala Lumpur	Mon-Sun : 24 hours

6	Pos Laju Balakong	No.5, Jalan Perusahaan 3, Taman Industri Selesa Jaya 2, 43300 Seri Kembangan Selangor	Mon - Fri : 8:00 am - 8:00pm Sat : 8:00am – 6:00pm Sun : 10:00am – 3:00pm Sat (1 st week) : Closed
7	Pos Laju Cheras	No 5 & 7, Jalan 12/91A, Taman Shamelin Perkasa, Batu 3 1/2 Cheras, 56100 Kuala Lumpur	Mon - Fri : 8:30am - 8:30pm Sat : 8:30am – 6:00pm Sat (1 st week) & Sun : 10:00am – 3:00pm
8	Pos Laju Batu Caves	No. 31& 33, (Lot B2B-P2-7 & Lot B2B –P2-8) Jalan DBP 1, Dolomite Business Park 68100 Batu Caves, Selangor.	Mon - Sat : 8:00am - 8:00pm Sat (1 st week) & Sun : 9:00 am – 3:00 pm
9	Pos Laju Kuala Lumpur	Jalan Tun Sambanthan, 50470 Kuala Lumpur	Mon-Sat : 8:00am - 8:30pm Sat (1 st week) & Sun : 10:00am – 4:00pm
10	Pos Laju Service Centre Glenmarie	No. 3, Jalan Pendidik U1/31, Hicom Glenmarie Industrial Park, 40150 Shah Alam, Selangor Darul Ehsan	Mon-Fri : 8:00am - 8:00pm Sat : 8:00am – 6:00pm Sat (1 st week) & Sun : Closed

Q3	What should I do if the locker does not open after I scanned the consignment note?
A3	Please contact Xyreon Technical line at 1 800 88 6118 for assistance
Q4	Is there a guide on how to use the Pos Laju Prepaid EziDrop?
A4	Yes. There will be a video on the screen on the Pos Laju Prepaid EziDrop to guide and assist customers on how to use it.
Q5	What type of parcel is accepted for drop-off at the Pos Laju Prepaid EziDrop machine?
A5	Pos Laju Prepaid EziDrop only accepts Pos Laju Prepaid Envelope Size S (max weight 500 g), Prepaid Envelope Size L (max weight 1kg) and Prepaid Box Size S (max weight 2kg).

Q6	What should I do if the Pos Laju Prepaid EziDrop is full during my posting?
A6	If the Pos Laju Prepaid EziDrop is full, please proceed to the nearest Pos Laju / post office counters for posting.

POSTING OF ITEM

Q7	What is the step-by-step guide to drop-off the items at the Pos Laju Prepaid EziDrop machine?
A7	<pre> graph TD A[Select language for transaction] --> B[Scan consignment note] B --> C[Enter recipient's postcode] C --> D[Confirm recipient's destination] D --> E[Open the compartment door and place the item, one at a time] E --> F[Close the compartment door and print receipt] F --> G[Done] </pre>

Q8	Can I cancel my posting once I have posted my item at the Pos Laju Prepaid EziDrop?
A8	Sorry, customers cannot cancel posting of an item once it has been dropped-off at the Pos Laju Prepaid EziDrop.
Q9	What if item I posted exceeded the maximum weight limit?
A9	The Pos Laju prepaid item posted will be weighed again at the Pos Laju Centre and if found that the item exceeds the weight limit, additional charges for any excess weight will be imposed to the sender.
Q10	How do I know if the item posted exceeds the maximum weight limit?
A10	Pos Laju will contact the sender to inform that the item exceeds the weight limit, and the sender will need to bear additional postage charges.
Q11	How do I pay for additional charges if it is found that the item I posted exceeded the maximum weight limit?
A11	Customer must pay at the counter of the Pos Laju Centre which contacted them regarding the matter.
Q12	What is the Cut-off Time for posting at Pos Laju Prepaid Ezidrop?
A12	4:00 PM, Monday-Saturday for next working day delivery.
Q13	Do I need to keep the posting receipt?
A13	Customers are advised to keep the posting receipt (sender copy of the Consignment Note) & drop-off receipt for any inquiry and claims purposes.

Q14	What will happen if I dropped-off two (2) items via Pos Laju Prepaid EziDrop but only scanned one (1) item?
A14	It will cause delay in processing and delivery of the item. Customer also would not be able to claim for any compensation (delayed delivery), since customer does not have the proof of posting i.e Pos Laju Prepaid EziDrop posting/drop-off receipt.
Q15	Who should I contact regarding the status of my item?
A15	<p>Please contact PosLine at 1 300 300 300 for assistance Mon – Fri : 8:30am – 8:00pm Sat : 8:30am – 5:00pm (except 1st Saturday of the month, Sunday and public holidays)</p> <p>Other contact channels: Facebook Ask Pos: www.facebook.com/askpos TwitterAsk Pos: www.twitter.com/askpos Email: care@pos.com.my</p>

Note: All claims/ enquiries for postings of items through Pos Laju Prepaid EziDrop must be accompanied by Pos Laju Prepaid EziDrop posting receipts as a proof of postage.