

Pos Laju EziBox FREQUENTLY ASKED QUESTIONS

ABOUT POS LAJU EziBox

1. What is Pos Laju EziBox?

- Pos Laju EziBox is a new, innovative way for you to collect missed deliveries and normal delivery of Pos Laju items safely and conveniently.
- Pos Laju EziBox is available 24/7 for you to pick-up your items.

2. Where is Pos Laju EziBox located?

- Pos Laju EziBox are conveniently located at selected post offices, petrol stations, LRT stations and more.

	EziBox ID	Location	Address	GPS
1	EziBox @ Shell Tmn Connaught	Shell Taman Connaught	Jalan Cerdas, Taman Connaught, 56000 Kuala Lumpur	3.081412, 101.732513
2	EziBox @ Shell Damansara Jaya	Shell Damansara Jaya	Jalan SS 24/1, Taman Sea, 47400 Petaling Jaya, Selangor	3.124047, 101.613776
3	EziBox @ PO Sg Besi	Pejabat Pos Sg Besi	Jalan Pejabat Pos, Sungai Besi, 57000 Kuala Lumpur	3.123272, 101.738977
4	EziBox @ PO Kelana Jaya	Pejabat Pos Kelana Jaya	No. 2, Jalan SS 6/2, Ss 6, 47301 Petaling Jaya, Selangor	3.101110, 101.598119
5	EziBox @ PPL Bangi	Pusat Pos Laju Bandar Baru Bangi	38-40, Jalan P10/21 Tmn Perindustrian Selaman, 43650 Bandar Baru Bangi, Selangor	2.979247, 101.746585
6	EziBox @ PO Gombak	Pejabat Pos Jalan Gombak	Jalan Gombak, 53000 Kuala Lumpur	3.212479, 101.710008
7	EziBox @ GPO Johor Bahru	Pejabat Pos Besar Johor Bahru	JKR 2521, Jalan Dato Onn, 80000 Johor Bahru, Johor	1.456178, 103.761890
8	EziBox @ PO Dayabumi	Pejabat Pos Besar Dayabumi	Jalan Tan Cheng Lock, City Centre, 50050 Kuala Lumpur	3.144105, 101.693719
9	EziBox @ PO Chukai, Jalan Masjid	Pejabat Pos Chukai	JKR 280, Jalan Masjid, Kampung Dusun Nyior, 24000 Kemaman, Terengganu	4.230995, 103.427967
10	EziBox @ LRT Gombak	LRT Gombak	Jalan Terminal Putra, Taman Melati, 53100 Kuala Lumpur	3.230744, 101.724102
11	EziBox @ GPO Shah Alam	Pejabat Pos Besar Shah Alam	Persiaran Dato Menteri, Seksyen 12, 40670 Shah Alam, Selangor	3.068946, 101.523339
12	EziBox @ PMN Shah Alam	Pusat Mel Nasional	Lot 1, Persiaran Perkilangan, Seksyen 21, 40300 Shah Alam, Selangor	3.057846, 101.544312

	EziBox ID	Location	Address	GPS
13	EziBox @ PO Jinjang	Pejabat Pos Jinjang	JKR, 1693, Jalan Besar, Jinjang Utara, 52000 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur	3.210154, 101.659203
14	EziBox @ PO Rawang	Pejabat Pos Rawang	JKR 484, Jalan Maxwell, Bandar Baru Rawang, 48000 Rawang, Selangor	3.320554, 101.576320
15	EziBox @ PO Seri Kembangan	Pejabat Pos Seri Kembangan	JKR 2012, Jalan Besar, Kampung Baru Seri Kembangan, 43300 Seri Kembangan, Selangor	2.994147, 101.674584
16	EziBox @ PO Caw. Serahan Bt. 9	Pejabat Pos Cawangan Serahan Batu 9	Jalan Cheras, Cheras, 43200 Batu 9 Cheras, Selangor	3.081206, 101.771376
17	EziBox @ Pos24 Cyberjaya	Pos Laju Service Centre, Cyberjaya	08-G-02 Blok 8B, Corporate Park, Start Central Lingkaran Cyberpoint Timur Cyber 12, 63000 Cyberjaya	2.912519, 101.652008
18	EziBox @ Pos Laju Kuala Lumpur	PPL Kuala Lumpur	Jln. Tun Sambanthan, 50460 Kuala Lumpur, Brickfields, 50470 Kuala Lumpur, Federal Territory of Kuala Lumpur	3.131879, 101.686750
19	EziBox @ PO Bangi	Pejabat Pos Bdr Baru Bangi	JKR 208A, Jalan 6c/9, Taman Persiaran Bangi, 43650 Bandar Baru Bangi, Selangor	2.943490, 101.763573
20	EziBox @ PO Kg Tunku	Pejabat Pos Kg. Tunku	4410, Jalan SS 1/11, Kampung Tunku, 47300 Petaling Jaya, Selangor	3.097829, 101.619093
21	EziBox @ PO Klang Lama	Pejabat Pos Jln Klang Lama	Jalan Klang Lama, Taman Lian Hoe, 58100 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur	3.093056, 101.675976
22	EziBox @ PO Semenyih	Pejabat Pos Semenyih	Pejabat Pos Semenyih Pekan Semenyih 43500 Semenyih Selangor	2.947919, 101.844679
23	EziBox @ PO Subang Jaya	Pejabat Pos Subang Jaya	2098, Persiaran Subang Mewah, Ss 15 47500 Subang Jaya Selangor	3.073916, 101.591114
24	EziBox @ Shell Wangsa Maju	Shell Wangsa Maju	PT 6559, Sector C7/R13, Wangsa Maju, 53300 Kuala Lumpur, Wilayah Persekutuan	3.196899, 101.745452
25	EziBox @ Tesco Ampang	Tesco Ampang	PT 8880, Jalan Pandan Muhibbah, Dataran Pandan Prima, 55100 Kuala Lumpur	3.143976, 101.741783

	EziBox ID	Location	Address	GPS
26	EziBox @ Tesco Puncak Alam	Tesco Puncak Alam	Persiaran Puncak Bestari 2, Bandar Puncak Alam, 42300 Bandar Puncak Alam, Selangor	3.236352, 101.428657
27	EziBox @ Tesco Ara Damansara	Tesco Ara Damansara	No. 2 Jalan 3A Ara Damansara PJU 1A, Pju 1a, 47301 Petaling Jaya, Selangor	3.118749, 101.576220
28	EziBox @ Tesco Extra Klang	Tesco Extra Klang	3, Jalan Batu Nilam 6/KS 6, Bandar Bukit Tinggi, Selangor, Bandar Bukit Tinggi, 41200 Klang, Selangor	3.006160, 101.441100
29	EziBox @ Tesco Mutiara Damansara	Tesco Mutiara Damansara	8, Jalan PJU 7/4, Mutiara Damansara, 47800 Kuala Lumpur, Selangor	3.159441, 101.613033
30	EziBox @ Tesco Kepong	Tesco Kepong	Kepong Village Mall, 3, Jalan 7a/62a, Taman Manjalara, 52200 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur	3.193813, 101.633529
31	EziBox @ Shell Kota Damansara	Shell Kota Damansara	No. 1, Jln Cecawi 6/18A, Seksyen 6, Kota Damansara, 47810 Selangor	3.173654, 101.575988
32	EziBox @ Shell Sri Hartamas	Shell Sri Hartamas	Lot 48651 & 48652, Jalan Sri Hartamas 22, 50480 Sri Hartamas, KL	3.164073, 101.651732
33	EziBox @ Universiti Malaya	Universiti Malaya	Jalan Universiti, 50603 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur	3.120321, 101.654528
34	EziBox @ Purajaya Sentral	Purajaya Sentral	Presint 7, 62000 Putrajaya,	2.931390, 101.671048
35	EziBox @ Shaftburry Square	Shaftburry Square	Shaftburry Square, Persiaran Multimedia, Cyber 6, 63000 Cyberjaya, Selangor	2.922908, 101.661884

3. Do I have to pay to collect my parcel at the Pos Laju EziBox?

- No, you do not have to pay any additional cost to collect your parcel at the Pos Laju EziBox.

4. What should I do if the locker does not open after entering the correct PIN number?

- Please contact Pos Line at 1 300 300 300 for assistance.

5. Is there any guide on how to use the Pos Laju EziBox?

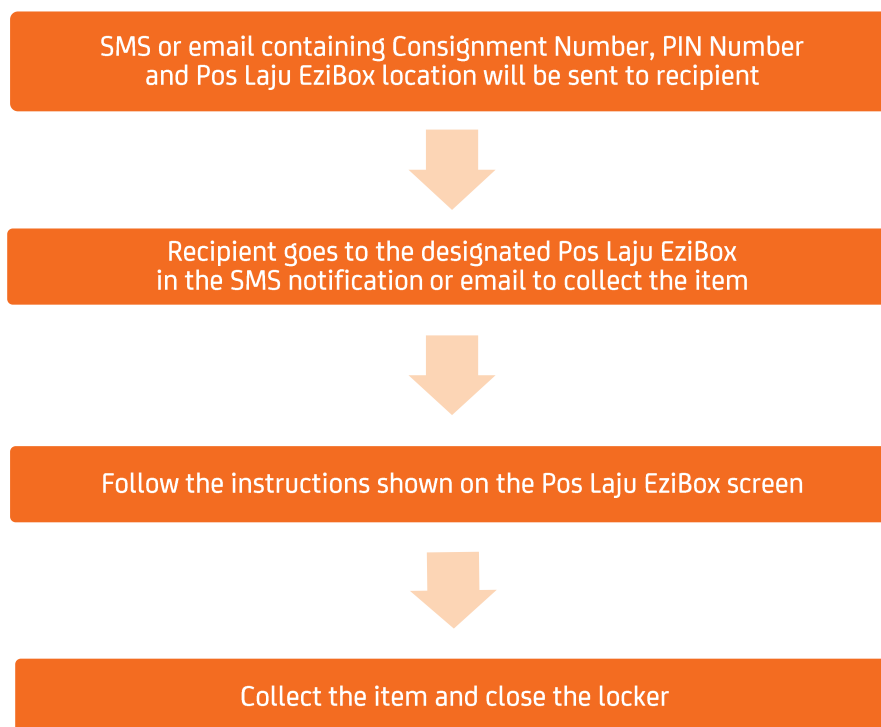
- Yes. Pos Laju EziBox screen will guide and assist you on how to use it. The instructions are given in both English and Bahasa Malaysia.

COLLECTING YOUR ITEMS

1. How would I know that the item needs to be collected at Pos Laju EziBox or Pos Laju Centre?

- If the item is to be collected at Pos Laju EziBox, you will be notified via SMS OR email within the same day of unsuccessful delivery. Otherwise, the item is to be collected at Pos Laju Centre.

2. What is the step-by-step guide to collecting the item at Pos Laju EziBox?



3. How much time do I have to collect the item at the Pos Laju EziBox?

- Within 48 hours after receiving the first SMS notification. If you have not collected your item, a second reminder SMS notification will be sent to you and followed by third SMS notification to inform you that the item has passed it's time limit at the Pos Laju EziBox.

4. What happens if I do not collect the item at the Pos Laju EziBox within 48 hours?

- The item will be returned to a Pos Laju Centre. You then need to collect the item at the designated Pos Laju Centre within 7 days.

5. Will I receive the locker number in SMS and email?

- No. The locker number is confidential. It will be revealed to you during collection at the Pos Laju EziBox when you have entered the correct consignment number and one-time PIN number.

6. Why my item was previously dropped at Pos Laju EziBox for collection but today, for another item, I have to collect it at Pos Laju centre?

- Items will be left in the Pos Laju EziBox based on the availability of the locker.

7. Can I request for my item not to be dropped into the Pos Laju EziBox to enable me to collect at the Pos Laju centre since the outlet is nearer to my house?

- No. Items will be dropped at EziBox based on the availability of the locker. Hence, customer needs to collect at the EziBox.

8. Is there any reminder notification for me to collect the item at the Pos Laju EziBox?

- Yes. Two reminder notifications will be sent to customer.

9. Will I be notified to collect my item at the Pos Laju Centre when I fail to collect the item at the Pos Laju EziBox?

- Yes.

10. What is Pos Line operation hour?

- Customer care operation hours are from Monday-Friday 8.30am-8.00pm; Saturday: 8.30a.m.-5.00p.m. (Except 1st Saturday of the month and public holidays).

11. Is there any alternative method to contact Pos Malaysia Customer Care besides Pos Line?

- Facebook Ask Pos: www.facebook.com/askpos
- Twitter Ask Pos: www.twitter.com/askpos
- Email: care@pos.com.my