

FREQUENTLY ASKED QUESTIONS POS LAJU EZIBOX

No.	Question/Answer
Q1	What is Pos Laju EziBox?
A1	<p>Pos Laju EziBox is a 'parcel locker' that provides customers the convenience to:</p> <ul style="list-style-type: none"> • Collect Pos Laju parcels • Drop off / posting of Pos Laju prepaid envelopes and boxes • Return item (currently unavailable until further notice) • Use as delivery address for sending/posting of Pos Laju parcels
Q2	What are the benefits of Pos Laju EziBox?
A2	<ul style="list-style-type: none"> • Available 24 hours/7 days a week • Located at 140 strategic locations • Safe and secure • Convenient, especially to those who are busy working or not available at home to collect or post their Pos Laju parcel
Q3	Where is Pos Laju EziBox located?
A3	<p>There are currently 140 Pos Laju EziBox conveniently located at selected petrol stations such as Petronas, Shell, BHP and Petron; Light Rail Transit (LRT) stations; shopping malls; offices; universities, as well as post offices and Pos Laju centres.</p> <p>(For a complete list and address of Pos Laju EziBox, please refer to https://poslaju.com.my/contact-us/?id=5)</p>
Q4	How to collect parcel at a Pos Laju EziBox ?
A4	<p>The recipient will receive a notification via SMS or email to notify that their parcel is ready to be collected from a designated Pos Laju EziBox within 48 hours.</p>

Q5	What is the step-by-step guide to pick up/collect parcels at a Pos Laju EziBox?
A5	<p>Recipient will receive an SMS or e-mail containing Consignment Number, PIN Number and Pos Laju EziBox location</p> <p>↓</p> <p>Recipient will have to go to the designated Pos Laju EziBox mentioned in the SMS or email notification to collect the parcel</p> <p>↓</p> <p>Simply follow the instructions shown on screen at the Pos Laju EziBox</p> <p>↓</p> <p>Collect the parcel and close the locker door</p>
Q6	Is there any guide on how to use the Pos Laju EziBox?
A6	Yes. There will be a screen on the Pos Laju EziBox locker that provides a step-by-step guide on how to use it. The instructions are given in both English and Bahasa Malaysia.
Q7	How much time do I have to pick up the parcel at the Pos Laju EziBox?
A7	Recipient has 48 hours to pick up the parcel after receiving the first SMS or email notification, failing which the uncollected parcel will be returned to a Pos Laju centre for collection.
Q8	Will I be notified to collect my parcel at the Pos Laju Centre after the 48 hours collection period at the Pos Laju EziBox has expired?
A8	Yes. You will receive a second SMS reminder after 24 hours, and a third and final notification after 48 hours to inform you that the time period to collect your parcel has expired and the parcel will be returned to a Pos Laju centre for you to collect within 7 days.

Q9	Will I receive the locker number in the SMS and email notification?
A9	No locker number is given. The parcel will be delivered randomly to any locker which is available. The locker door will be automatically open when you have entered the correct consignment number and one-time PIN number.
Q10	What should I do if the locker does not open after entering the correct PIN number?
A10	Please contact Pos Line at 1 300 300 300 for assistance or make a report to the nearest Pos Laju Centre.
Q11	Can I use the Pos Laju EziBox for posting of Pos Laju item?
A11	Yes, but only for Pos Laju prepaid envelopes and boxes. Customer must purchase and complete the information on the consignment note before posting at Pos Laju Ezibox.
Q12	Can a contract customer drop off/posting the parcel at Pos Laju EziBox?
A12	No. Currently the function is under upgrading until further notice.
Q13	What is the step-by-step guide to posting a prepaid parcel via Pos Laju EziBox?
A13	<p>Sender needs to purchase the Pos Laju prepaid envelope or boxes at nearest Pos Laju Centre or post office.</p> <p>Sender needs to fill in the recipient details in consignment note and post the parcel at the selected Pos Laju EziBox.</p> <p>Select menu "Posting Parcel" and simply follow the instructions as shown on the Pos Laju EziBox screen</p> <p>Drop off your parcel into the locker and close the door</p>

Q14	How do I use the Pos Laju EziBox as my parcel delivery address?
A14	<p>Receiver (you) will need to provide and inform the sender to write your chosen Pos Laju EziBox address along with its postcode, your name and telephone number on the consignment note. Receiver (you) will receive an SMS or email notification to collect the parcel at the chosen Pos Laju EziBox within 48 hours.</p> <p>Sender can also provide this delivery option to your recipient if it is a better convenience.</p> <p><i>This “delivery address” function is only available for deliveries using Pos Laju service only.</i></p>
Q15	What is the step-by-step guide to use the Pos Laju EziBox as a delivery address?
A15	<div style="background-color: #f4a460; padding: 10px; text-align: center;"> <p>Sender needs to fill in the consignment note and write the recipient's Pos Laju EziBox address, postcode as well as recipient's name and telephone number. eg: EziBox@Pos Laju Kuala Lumpur Postcode : 50470</p> <p>(For a complete list and address of Pos Laju EziBox, please refer to https://poslaju.com.my/contact-us/?id=5)</p> </div> <p style="text-align: center;">↓</p> <div style="background-color: #f4a460; padding: 10px; text-align: center;"> <p>Post the parcel at the nearest Pos Laju centre or post office</p> </div> <p style="text-align: center;">↓</p> <div style="background-color: #f4a460; padding: 10px; text-align: center;"> <p>Pos Laju courier will deliver the parcel at the Pos Laju EziBox address as indicated on the consignment note.</p> </div> <p style="text-align: center;">↓</p> <div style="background-color: #f4a460; padding: 10px; text-align: center;"> <p>Recipient will receive an SMS/email notification to collect parcel at the Pos Laju EziBox</p> </div>
Q16	Who do I contact for further details on Pos Laju EziBox?
A16	<p>For any queries on Pos Laju EziBox, you can contact Pos Malaysia at the following channels :</p> <ul style="list-style-type: none"> a) Pos Line : 1300 300 300 <ul style="list-style-type: none"> • 8.30 am to 8.00 pm, Monday to Friday • 8.30 am to 5.00 pm, Saturday (except First Saturday of every month and Public Holidays) b) Email : care@pos.com.my c) eFeedback Form : http://efeedback.pos.com.my