

Pos Laju EziDrive-Thru FREQUENTLY ASKED QUESTIONS

| Q1 | What is Pos Laju EziDrive-Thru? | | | | | | | | | | | | | | | | | | |
|-----------|---|----------------------------------|--|--|--------------------|----------|---------|---|-----------------------|----------------------------------|--|---|------------------------------------|--------------------------|--|---|-----------------------------|-------------------------|--|
| A1 | <ul style="list-style-type: none"> ▪ Pos Laju EziDrive-Thru is the latest service introduced by Pos Laju to ease your item drop-off. ▪ It caters the needs for online sellers, bulk mailers and general public. | | | | | | | | | | | | | | | | | | |
| Q2 | Where are the locations of Pos Laju EziDrive-Thru? | | | | | | | | | | | | | | | | | | |
| A2 | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 20%;">EziDrive-Thru @ ID</th> <th style="width: 25%;">Location</th> <th style="width: 50%;">Address</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>EziDrive-Thru @ Bangi</td> <td>Pusat Pos Laju Bandar Baru Bangi</td> <td>No.40, Jalan P10/21, Taman Industri Selaman, 43650 Bandar Baru Bangi, Selangor</td> </tr> <tr> <td style="text-align: center;">2</td> <td>EziDrive-Thru @ Bangi 2 Seksyen 13</td> <td>Pusat Pos Laju Putrajaya</td> <td>2, Jalan P/9A, Seksyen 13 Kawasan Perindustrian Bangi, 43650 Bandar Baru Bangi, Selangor</td> </tr> <tr> <td style="text-align: center;">3</td> <td>EziDrive-Thru @ Kelana Jaya</td> <td>Pejabat Pos Kelana Jaya</td> <td>No. 2 Jalan SS 6/2, Kelana Jaya, 47301 Kelana Jaya, Selangor</td> </tr> </tbody> </table> | | | | EziDrive-Thru @ ID | Location | Address | 1 | EziDrive-Thru @ Bangi | Pusat Pos Laju Bandar Baru Bangi | No.40, Jalan P10/21, Taman Industri Selaman, 43650 Bandar Baru Bangi, Selangor | 2 | EziDrive-Thru @ Bangi 2 Seksyen 13 | Pusat Pos Laju Putrajaya | 2, Jalan P/9A, Seksyen 13 Kawasan Perindustrian Bangi, 43650 Bandar Baru Bangi, Selangor | 3 | EziDrive-Thru @ Kelana Jaya | Pejabat Pos Kelana Jaya | No. 2 Jalan SS 6/2, Kelana Jaya, 47301 Kelana Jaya, Selangor |
| | EziDrive-Thru @ ID | Location | Address | | | | | | | | | | | | | | | | |
| 1 | EziDrive-Thru @ Bangi | Pusat Pos Laju Bandar Baru Bangi | No.40, Jalan P10/21, Taman Industri Selaman, 43650 Bandar Baru Bangi, Selangor | | | | | | | | | | | | | | | | |
| 2 | EziDrive-Thru @ Bangi 2 Seksyen 13 | Pusat Pos Laju Putrajaya | 2, Jalan P/9A, Seksyen 13 Kawasan Perindustrian Bangi, 43650 Bandar Baru Bangi, Selangor | | | | | | | | | | | | | | | | |
| 3 | EziDrive-Thru @ Kelana Jaya | Pejabat Pos Kelana Jaya | No. 2 Jalan SS 6/2, Kelana Jaya, 47301 Kelana Jaya, Selangor | | | | | | | | | | | | | | | | |
| Q3 | What are operation hours of Pos Laju EziDrive-Thru? | | | | | | | | | | | | | | | | | | |
| A3 | <p>Counter is open 6 days a week from :</p> <ul style="list-style-type: none"> • 8.00 am to 8.00 pm (Monday to Friday) • 8.00 am to 6.00 pm (Saturday) <p>Closed on the first Saturday of every month</p> | | | | | | | | | | | | | | | | | | |

| Q4 | What are the services provided at Pos Laju EziDrive-Thru? | | | | | | | | | | |
|----|--|-------------------------|-------------------------|-----------------------------|-------------|---------------------------|--------|----------------------|---------------------------|-------------|--------------------|
| A4 | Pos Laju EziDrive-Thru Location | Services | | | | | | Trading Items | | Added Value | |
| | | Next Day Delivery (NDD) | Same Day Delivery (SDD) | Time Certain Services (TCS) | Pos Ekspres | Prepaid Boxes & Envelopes | Parcel | Express Mail Service | Prepaid Boxes & Envelopes | Pos Ekspres | Insurance Services |
| | Pusat Pos Laju Bangi | √ | √ | √ | √ | √ | √ | √ | √ | √ | √ |
| | Pusat Pos Laju Bangi 2 Seksyen 13 | √ | √ | √ | √ | √ | √ | √ | √ | √ | √ |
| | Pejabat Pos Kelana Jaya | √ | X | √ | √ | √ | √ | √ | √ | √ | √ |
| Q5 | Do I need to fill up the consignment note before using Pos Laju EziDrive-Thru? | | | | | | | | | | |
| A5 | <ul style="list-style-type: none"> Yes, customers need to fill up the consignment note and other necessary forms before proceeding to the Pos Laju EziDrive-Thru's counters to avoid delays and congestions. | | | | | | | | | | |
| Q6 | What if I did not fill up the consignment note before using Pos Laju EziDrive-Thru? | | | | | | | | | | |
| A6 | <ul style="list-style-type: none"> You need to make way for other customers who had filled up the forms and get back in the queue once all documentations are duly filled. Customers can take the form from our Built in Pigeon Hole or head to our nearest post office or Pos Laju Centre to collect and fill in the form(s). | | | | | | | | | | |
| Q7 | Are there any limit to how many items I can send using Pos Laju EziDrive-Thru? | | | | | | | | | | |
| A7 | <ul style="list-style-type: none"> Currently, there is no limit to the number of items that are allowed through the Pos Laju EziDrive-Thru counter. | | | | | | | | | | |
| Q8 | Is there any weight limit to the items that can be posted at Pos Laju EziDrive-Thru? | | | | | | | | | | |

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| A8 | <ul style="list-style-type: none"> Currently, there is no maximum weight limit for posting of items at Pos Laju EziDrive-Thru It is recommended for each item to weigh less than 30kg. |
| Q9 | Can I pay with other methods except for cash? |
| A9 | <ul style="list-style-type: none"> Currently, only cash payment is accepted at Pos Laju EziDrive-Thru. We will provide more payment modes to our customers in the near future. |
| Q10 | Can I collect my item if I received the “Sorry Note” at the EziDrive-Thru? |
| A10 | <ul style="list-style-type: none"> No. Item collection service is not offered at the EziDrive-Thru Customers can collect the item at the window delivery counter stated in the “Sorry Note”. |
| Q11 | What if I want to cancel my transactions at the Cashier Counter Pos Laju EziDrive-Thru? |
| A11 | <ul style="list-style-type: none"> If payment hasn’t been made, we will return your item at the Cashier Counter. |
| Q12 | If I have several items in my car boot, do I have to carry it out myself to the drop-off counter? |
| A12 | <ul style="list-style-type: none"> No, our Pos Laju EziDrive-Thru personnel will assist you in carrying the items from your car boot. For security reasons, customers need to open their carboot hatch by themselves to enable our personnel to take the items. |
| Q13 | Can I pass my items through the car window without exiting the vehicle? |
| A13 | Yes, you can. |
| Q14 | Where can customers get more information about Pos Laju EziDrive-Thru? |
| A14 | <ul style="list-style-type: none"> You can contact our Customer Care PosLine at 1300-300-300 from 8.30am to 8.00pm, Monday to Friday; and 8.30 am to 5.00pm on Saturdays; except for public |

holidays and the first Saturday of the month.

- Alternatively, you may contact us at AskPos Facebook or AskPos Twitter or email us at care@pos.com.my
- Also visit our Pos Malaysia Berhad website at www.pos.com.my