



## **E Poslaju Mobile App**

Ship to anywhere in Malaysia with convenience in the palm of your hand. The E-Pos Laju Mobile App is a fast and convenient way to create your next consignment.

The app can be downloaded to your android smartphones via Google Play Store.

## **FAQ**

### **1. What is E-PosLaju mobile app?**

E-Pos Laju is a convenient mobile application for Pos Laju customers to digitally create and print consignment notes, and pay for Pos Laju courier services to send documents and parcels.

### **2. How does the E-Pos Laju app works?**

- Customers can now easily create Pos Laju consignment notes and make postage payments just by using this app.
- Key in all relevant information (such as; drop off location, item weight and receiver's location/address)
- Postage fee is paid in advance (online transaction)
- Print consignment notes
- Walk in to drop off location (Pos Laju Centres) to send the item

### **3. How do I access/download the app?**

The app can be downloaded from Google Play Store.

This app supports Android version 4.1 and above and is currently only available to Android phone users.

### **4. Do I need to register for this app? If yes, how do I register?**

- i. Yes. To register for the app, go to <https://eposlaju.pos.com.my>, click on "CREATE AN ACCOUNT" and click "SUBMIT" after filling up your details.
- ii. Read the Terms and Conditions carefully and click on the "ACCEPT" button at the end of the document. Enter your preferred User ID and Password. Re-enter the Password number for confirmation and click "SUBMIT". Please use this User ID and Password for all your future access.
- iii. After activation, please download the E-Pos Laju Mobile App from Google Play Store on your Android phone.
- iv. If your registration is successful, you will receive an email notification to acknowledge your registration.
- v. If your registration attempt fails, please email us at [eposlaju@pos.com.my](mailto:eposlaju@pos.com.my)



**5. If I have forgotten my E-Pos Laju Mobile App Password, what should I do?**

- i. Visit <https://eposlaju.pos.com.my/user/login> on your desktop.
- ii. Click on the “FORGOT PASSWORD” button
- iii. You will be directed to a “RESET PASSSSWORD” page. Enter your username and email address. Click “SUBMIT”. You will receive a notification in your email. Click on “CHANGE PASSWORD”. Enter and re-enter your New Password and click “SUBMIT”..
- iv. Proceed to E-Pos Laju Mobile App. Enter your username and new password in the password field.
- v. Click on the “LOG IN” button.

**6. What are the payment methods accepted on the app?**

For pilot phase, only MasterCard and VISA credit cards are accepted.

**7. How do I use the E-Pos Laju Mobile App?**

- i. First, log in with your registered Username and Password.
- ii. Select > “SHIPMENT”
- iii. Select your “DROP-OFF LOCATION”
- iv. Select “RECIPIENT”
- v. Select “NEW RECIPIENT” and complete the recipient’s details (Name, address etc.)
- vi. Tap on “+” and select the type of packages (Document/ Package etc.)
- vii. Fill up the details of the package and proceed to make your payment from the payment options available.

**8. How do I get my consignment note?**

A PDF copy of the consignment note will be sent to your email address after the transaction is successful.

You will need a printer to print (2) A4 copies of the consignment note and stick it onto your parcel.

**9. Can I print the consignment note at the drop-off counter?**

For this pilot phase, you will need to print two (2) A4 copies of the consignment note yourself. In the next phase, we will introduce the service to print the consignment note at the counter.

**10. How do I get my receipts?**

Your receipt (Tax Invoice) will be emailed together with the consignment note. You do not need to print the receipt, unless if it’s for your safekeeping.

**11. How many days is the consignment note valid for?**

The consignment note is valid for 7 working days.



**12. Where is the nearest Pos Laju drop-off location for my items?**

The E-Pos Laju Mobile App has different drop-off locations listed. Select your preferred drop-off location.

**In this version, there are only 2 (two) Pos Laju branches available from the drop-off location to choose from.**

**13. Will there be any extra charges?**

Surcharge of posting charges will be applied during processing of item at the drop-off location (Pos Laju counter) in the event that;

- a) the weight of the item differs from the weight declared on the PLIA consignment note
- b) volumetric calculation will be taken into account if one dimension (length / height / width) of the box / package exceeds 30cm.

**14. Will there be any refund if the transaction was cancelled?**

Claims on refund for payments made through E-Pos Laju Mobile App transactions must be made within 30 days of the date of the transaction. Pos Laju reserves the right to reject any claims submitted after this period.

PosLaju will refund a full postage of the transaction amount paid by E-Poslaju customers who cancel or fail to make the drop-off at the selected Pos Laju centre within the validity period of the E-Pos Laju Mobile App transaction.

**All claims are bound by Pos Laju Terms & Conditions.**

**15. Can I drop off at a different Pos Laju Centre?**

For now, it is not possible as the calculated delivery charge is based on the Pos Laju drop-off location selected.