

Pos Laju EziBox : Frequently Asked Questions

Pos Laju EziBox Background

Choose any time that is convenient to you, 24/7, to collect your item at Pos Laju EziBox. It is a safe, fast and convenient way to collect and later, to drop your item for shipment.

Pos Laju EziBox FAQ

General

1. What is Pos Laju EziBox?
 - Pos Laju EziBox is a new, innovative way to collect unsuccessfully delivered 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 Office, petrol station, LRT stations and more.

	EziBox ID	Location	Address	Longitude
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 @ Pos Sg Besi	Pos Malaysia Sg Besi	Jalan Pejabat Pos, Sungai Besi, 57000 Kuala Lumpur	3.123272, 101.738977
4	EziBox @ Pos Kelana Jaya	Pos Malaysia Kelana Jaya	No. 2, Jalan SS 6/2, Ss 6, 47301 Petaling Jaya, Selangor	3.101110, 101.598119
5	EziBox @PPL Bangi	Poslaju Bangi	38-40, Jalan P10/21 Tmn Perindustrian Selaman, 43650 Bandar Baru Bangi, Selangor	2.979247, 101.746585
6	EziBox @PO Gombak	Pos Jalan Gombak	Jalan Gombak, 53000 Kuala Lumpur	3.212479, 101.710008
7	EziBox @ GPO Johor Bahru	GPO Johor Bahru	JKR 2521, Jalan Dato Onn, 80000 Johor Bahru, Johor	1.456178, 103.761890
8	EziBox @ PO Dayabumi	Pos Dayabumi	Jalan Tan Cheng Lock, City Centre, 50050 Kuala Lumpur	3.144105, 101.693719
9	EziBox @ PO Chukai, Jalan Masjid	Pos Malaysia Cukai	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

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

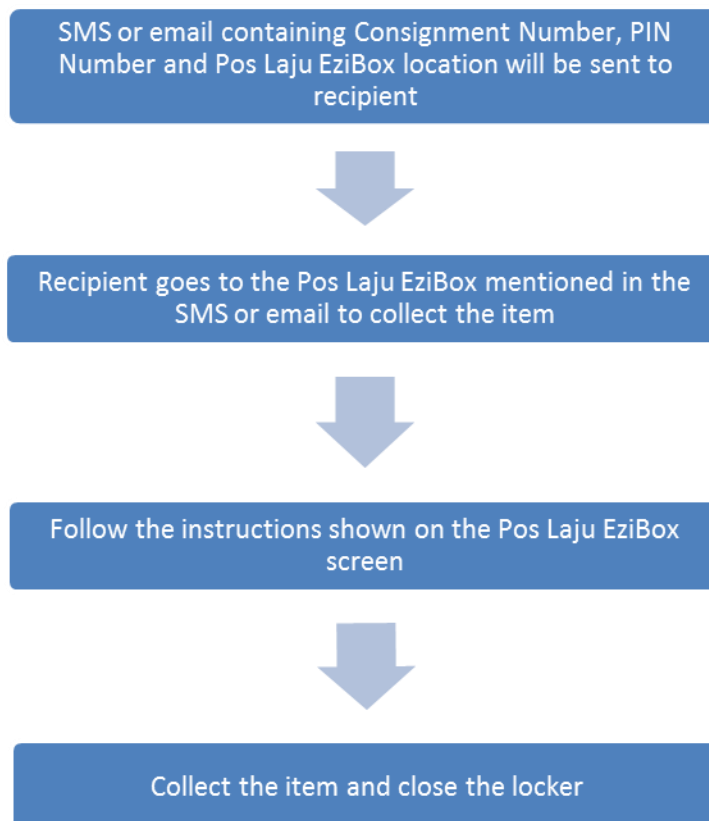
4. What should I do if the locker does not open after entering the correct PIN number?
 - Please contact Pos Line at **1 300 300 300** for assistance.

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 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 fail to collect, a second reminder SMS notification will be sent to you and followed by third SMS notification of expired item.

4. What happens if I do not collect the item at the Pos Laju EziBox within 48 hours?
 - The item will be returned to the Pos Laju Centre. You then need to collect the item at the designated Pos Laju Centre within 14 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 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 hour i.e. Monday-Friday 8.30am – 8.00pm; Saturday: 8.30am-5.00pm (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