



Frequently Asked Questions for Vehicle Shipping Service from Peninsular to Sabah and Sarawak or from Sabah and Sarawak to Peninsular

1. What is Vehicle Shipping Service?

The Vehicle Shipping Service is a service offered by Konsortium Logistik Berhad (KLB) and Pos Malaysia as agent to transport passenger cars, light commercial vehicles and motorcycles from selected locations in Peninsular Malaysia to Sabah & Sarawak and vice versa.

2. Who offers these services?

The shipping service is offered by Konsortium Logistik Berhad (KLB) and Pos Malaysia Berhad as the appointed agent.

3. Where can I get this service?

Customers can apply for this service at selected post offices and Pos Laju centres as follows:

A. Post Office

- i. General Post Office Penang
- ii. Post Office Butterworth
- iii. General Post Office Shah Alam
- iv. General Post Office Kuala Lumpur
- v. General Post Office Johor Bahru
- vi. General Post Office Kota Kinabalu
- vii. General Post Office Kuching
- viii. Post Office Sandakan
- ix. Post Office Tawau
- x. Post Office Bintulu
- xi. Post Office Sibul

B. Pos Laju Centre

- i. Pos Laju Centre Penang
- ii. Pos Laju Centre Butterworth
- iii. Pos Laju Centre Shah Alam
- iv. Pos Laju Centre Kuala Lumpur
- iv. Pos Laju Centre Klang
- v. Pos Laju Centre Petaling Jaya
- vi. Pos Laju Centre Bangi
- viii. Pos Laju Centre Batu Caves
- ix. Pos Laju Centre Johor Bahru
- x. Pos Laju Centre Kota Kinabalu Central
- xi. Pos Laju Centre Kuching

4. What is the difference between this Vehicle Shipping Service and container shipping service?

Both of these services are often used in transporting vehicles. However, our Vehicle Shipping Service shipment uses layered parking service (such as multi-storey car park) on the vessel. Vehicle Shipping Service vessel specialises in carrying vehicles only and not containers.

5. What kind of vehicles can be transported through Vehicle Shipping Service?

Vehicle Shipping Service shipment caters for motorcycles, passenger cars, Multi-Purpose Vehicles (MPV), Four-Wheel Drive (4WD), Sport Utility Vehicles (SUV) and vans.

6. Who should I contact for further information on this service?

For more information please visit the selected post offices and Pos Laju centres listed above.

7. Can I transport my motorcycle through Vehicle Shipping Service?

Yes. You may transport motorcycle through Vehicle Shipping Service. Charges for motorcycles are confined to the engine capacity (cc).

8. Where can I get the Vehicle Shipping Service application form?

The application forms are available at:

- Selected post offices
- Selected Pos Laju centres

9. Where can I obtain the shipping schedule and price quotation?

Shipping schedule can be obtained from:

- The selected post offices
- The selected Pos Laju Centres
- www.pos.com.my

Price quotation can be obtained from:

- The selected post offices
- The selected Pos Laju Centres

10. Does the price quoted inclusive of other additional charges?

The price quoted is inclusive of the following:

- i. Terminal charges for port of destination
- ii. 6% goods and services tax (GST)

11. How do I pay for my shipment?

Payment can be made via cash at selected post offices and Pos Laju centres.

12. Do you accept payment via credit card or cheque?

Payment via credit cards and cheques are not accepted.

13. What are the supporting documents required for the registration?

The supporting documents required are:

- i. Copy of identification card / MyKad (front and back)
- ii. A copy of the vehicle ownership (front and back)
- iii. Copy of the release letter from bank (if the vehicle is still bound by bank loan)

14. Where should I send my vehicle?

A. Outside Klang Valley:

Vehicles must be delivered to KLB's yard in (Prai, Pasir Gudang, Kota Kinabalu, Kuching) Vehicle Transit Centre (VTC) within seven (7) working days prior to shipping date.

B. Klang Valley:

Vehicles must be delivered to KLB's yard in (North Port, Klang) Vehicle Transit Centre (VTC) within three (3) working days prior to shipping date.

15. Do I need to purchase insurance coverage for my vehicle shipment?

Customers are advised to purchase their own insurance coverage to protect the vehicle from damage or loss. In the event of any damage or loss of the vehicle, KLB or Pos Malaysia will not be held liable and no compensation will be paid to the customer.

16. Does KLB provide marine insurance? What is the cost for marine insurance in the market?

Yes. KLB does provide marine insurance upon request and additional fee will be imposed. Alternatively customers may contact insurance companies that provide this service for details of the fee.

17. What is the fee for port charges?

Port charges can only be determined when the vehicle arrives at the destination.

18. Do I need to remove the radio and other valuables item during shipping?

Customers are advised to remove all valuables and removable items in the vehicle during delivery. KLB or Pos Malaysia shall not be held liable for any damage or loss of the goods.

19. If the vehicle is no longer bounded by the bank loan, do I still need to obtain the Release Letter from bank?

The Release Letter from bank is not required if your vehicle is no longer tied-up to bank loan.

20. What are the terms and documents required for vehicle shipment?

i. The terms

A. Outside Klang Valley:

Vehicles must be delivered to KLB's yard in (Prai, Pasir Gudang, Kota Kinabalu, Kuching) Vehicle Transit Centre (VTC) within seven (7) working days prior to shipping date.

B. Klang Valley:

Vehicles must be delivered to KLB's yard in (North Port, Klang) Vehicle Transit Center (VTC) within three (3) working days prior to shipping date.

ii. Documents required:

If the vehicle owner is present:

- a. Original payment receipt
- b. Original MyKad/identification card.
- c. Vehicle Delivery Service Application form (owner's copy)

If the vehicle owner is not present:

- a. Original payment receipt.
- b. Sender's original identification card
- c. Copy of vehicle owner's identification card
- d. Vehicle Delivery Service Application form (owner's copy) which has been endorsed.

iii. KLB will issue vehicle acceptance form to customer which also APPLIES AS Delivery Order or Survey Report as proof of acceptance.

21. Once my vehicle has reached at the destination, will KLB contact me to inform on the collection process?

Yes, KLB will contact the customer when the vehicle has arrived at the destination.

22. What are the documents required for vehicle collection process?

The required documents are:

- a. Copy of payment receipt
- b. Recipient's original MyKad/identification card
- c. Copy of Vehicle Delivery Service Application form which has been endorsed.

23. Does the vehicle owner need to be present during the drop off and pick up?

For **port-to-port** service:

The owner of the vehicle does not have to be present during vehicle drop-off and pick-up. The supporting documents are required during vehicle drop-off and pick-up.

24. Is there any additional charges if I do not collect my vehicle on time?

Storage fee will be imposed by the port authority and discretion for late collection.

25. How long is the duration for free storage before additional charge is imposed for vehicle collection made after the specific date and time?

Free storage offer is based on the location as below:

| | |
|---------------------------|-----------|
| Port Kota Kinabalu, Sabah | : 8 hours |
| Kuching Port, Sarawak | : 3 days |
| North Port, Klang | : 5 days |

26. Are customers allowed to be in the vehicle during shipping?

No. Customers are not allowed to be in the vehicle during shipping.

27. Can I send vehicle with expired road tax?

Yes. Customers can send vehicle with expired road tax.

28. Can I nominate two (2) names as the recipients for the shipping?

No. Customers are not allowed to put two (2) names as recipients. Only one name is allowed.

29. Do I have to ensure the vehicle is fuelled during delivery to the port?

Customer is responsible to ensure that the vehicle fuel left is not less than half of the tank.

30. Do I have to remove my vehicle plate number during shipping?

Vehicle plate number does not have to be removed during shipment.

31. Can the vehicle be collected should the recipient forgot to bring the required documents?

The sender must ensure the recipient brings the required documents during vehicle collection. The vehicles will not be released without the relevant documents.

32. I had wrongly filled up / would like to change the recipient information in the application form. What needs to be done?

Any changes must be notified by the customer to KLB within 3 working days before the ship departs. If the ship has departed, customer must bear the extra charges incurred (if any).

33. If I had made full payment to KLB and would like to cancel the delivery. Will KLB refund my payment?

Payment made will not be refunded.