

## Smart Locker System – Collections and Drop-off of Original Bill of Lading (OBL)

Dear Valued Customer,

Discover a fast, easy, and convenient way to collect and drop off your shipping documents at our **Kuala Lumpur** office!

As part of our quality promises to serve you better, we are enhancing our counter services with a brand new and state-of-the-art Smart Locker system from **May 2, 2023**.

Our Smart Locker System lets you perform the handling of your shipping documents at better ease – this is accessible from our office lobby from **Monday to Saturday** between **8.30am to 8.00pm** (*excluding Public Holidays*).

We are committed to deliver:

- **Fast release service - No Waiting Time**
- **Easy steps** - **User Friendly touch screen interface**
- **Convenience** - **Simple steps to retrieve OBL from Locker**
- **Efficiency** - **OBL drop off for Import cargo release.**

Here is a quick guideline on the collection & drop-off procedure:

### **Collection of OBL**

- 1) Hapag-Lloyd Quality Service Center, Malaysia will advise you the locker number & PIN code upon settlement of invoices and confirmation of OBL collection via email only.
- 2) The locker number and PIN code assigned to you is strictly confidential and only for the usage of your shipment. We appreciate that you keep this information secured to ensure smooth collection of your OBL.
- 3) OBL must be picked up within (2) working days.

### **Drop-off of OBL / document**

- 1) Simply drop your OBL or documents to locker number: **120**. This is located below the self-service control panel (refer to below Smart Locker Image for reference).

If there is any question or assistance needed, please feel free to reach out to us at +60 374562000 or at [Malaysia@service.hlog.com](mailto:Malaysia@service.hlog.com)

Thank You

Hapag-Lloyd Business Services Center (Malaysia) Sdn Bhd

Appendix:

Smart Locker Image

