



### **CITY-LINK EXPRESS – My City-Link**

#### **Frequently Asked Questions – My City-Link**

**1. What is City-Link Express My City-Link promotion?**

The My City-Link Economic Stimulus Package (ESP) was unveiled by the Prime Minister on 27 March 2020. As part of the stimulus package, an initiative which was conceived by the Malaysian Communications and Multimedia Commission (MCMC) in collaboration with City-Link Express to encourage and spur more consumers to utilize a digital portal to courier items.

**2. What are the benefits of using a digital portal?**

Consumers would be able to prepare shipments ready to be couriered at their convenience. Errors would also be minimized when preparing shipment details.

**3. Do you offer EDI / API integration?**

Yes. Through City-Link's digital portal. You will be able to track your packages real time.

**4. What are the fees?**

Consumers that courier through our digital portal will enjoy a flat fee of RM 5.00 not including 6% service tax for shipments not more than 1kg. The promotion will only be applicable for shipments destined within Peninsular Malaysia, within Sabah and within Sarawak.

**5. What if I exceed 1kg?**

My City-Link Promotion will not be applicable and normal rate will be applied.

**6. Is Pickup included in this rate?**

No, it is not inclusive of Pickup. You may drop off your shipments at any City Link branches or Walk-In Centres.

**7. Am I entitled to this rate if I am an existing credit customer?**

No, this special rate is only open to our My City-Link customers.

**8. How is weight determined?**

Whichever higher, gross or volumetric weight will apply. Volumetric is calculated as length (cm) x width (cm) x height (cm) ÷ 5000. All shipments will be reweighted electronically at our facilities for billing purposes.

**9. Will there be any other ancillary charges for remote areas?**

Yes. In addition to courier fee, a remote area surcharge of RM 0.20 per kg or RM 10 per shipment whichever higher will apply.



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**10. What happen if there is a weigh difference during check in?**

The consignment note would be cancelled and a new consignment note assigned based on the normal cash sales rate.

**11. How do I register a My City-Link account with City Link?**

A hassle-free registration with our website with an initial top up of RM 300.

**12. How do I top up My City-Link account?**

By credit card and/or debit card.

**13. What is the top up value?**

Starting from RM 50, RM 100, RM 500 & RM 1000.

**14. Is there a deposit?**

No.

**15. I will need some packaging.**

Please contact us for specially designed boxes for e-commerce packages.

**16. What are some prohibited items?**

City-Link will not accept the following items for courier: cash (in any currency, cash cheques, redeemable cash vouchers, negotiable instrument (share certificates, bonds, etc), jewellery / precious metals and stones, personal documents (identity cards, passports, certificates, etc) , works of art, firearms/explosives, all combustible/inflammable products (e.g. paint, turpentine, spirit, etc) , liquor, tobacco, perishable foodstuff, any other dangerous or hazardous items, handphones and any goods or materials that are prohibited by law, rule or regulation of any country.

**17. What are the liabilities for a damage or loss package?**

Maximum RM 100 per consignment. For an additional coverage, kindly refer to City-Link Parcel Guard (<http://www.citylinkexpress.com/MY/ParcelGuard.aspx>).

**18. What if I already have an account with City-Link Express, will I still be able to enjoy this new promotion?**

You are eligible for the new promotion where you can apply on our digital portal.

**19. Can I send international shipment via this promotion?**

Should you have International shipment please call us at 03-5033 3800 or email us at [mycity-link.csd@citylinkexpress.com.my](mailto:mycity-link.csd@citylinkexpress.com.my) for more information.



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**20. What will be the duration for my credit account to be approved?**

Your account should be approved within 2 working days from the moment you applied.

**21. Will there be any packaging City-Link Express provided? Does it will charge based on the sizes?**

Packaging materials are conveniently available at our branches and you can also view them in our website <https://www.citylinkexpress.com/MY/PackagingSupplies.aspx>

**22. What if I decide to terminate my account?**

We will refund you your deposit and residue amount upon closure of account.

**23. Refund timeline? Mode of refund?**

14 days and cheque will be issued accordingly (for shipment after check-in over the counter and/or in-transit)

**24. I have further questions.**

Email us at [mycity-link.csd@citylinkexpress.com.my](mailto:mycity-link.csd@citylinkexpress.com.my) or call 03-5033 3800 and we will respond as soon as we can.