

MALAYSIA
Unity is Strength

City-Link Express

Online Shipment Creator – OSC 2.5

Update 1/8/2022 – Joot Lo

CITY-LINK
Express
















**Moving from physical Connote / Pre-printed Connote (manual)
to online Self-Printing Connote is a necessity.**

Disadvantage of using Pre-Printed / Physical Connote:

1. *Consist of too many ply – not eco friendly*
2. *Require Spacing for storage*
3. *Customers need to queue up to request consignment note and wait consignment note to be ship out; just to ship with us.*
4. *City-Link struggle to complete customer's order queue.*
5. *Again, if run out of consignment note, Top-up / request new consignment note will taking time
(Manual allocation range number)*

**Due to these drawbacks, a solution known as Online Shipment Creator (OSC) was created.
The aim is for the end user to be able to print their own consignment notice online.**

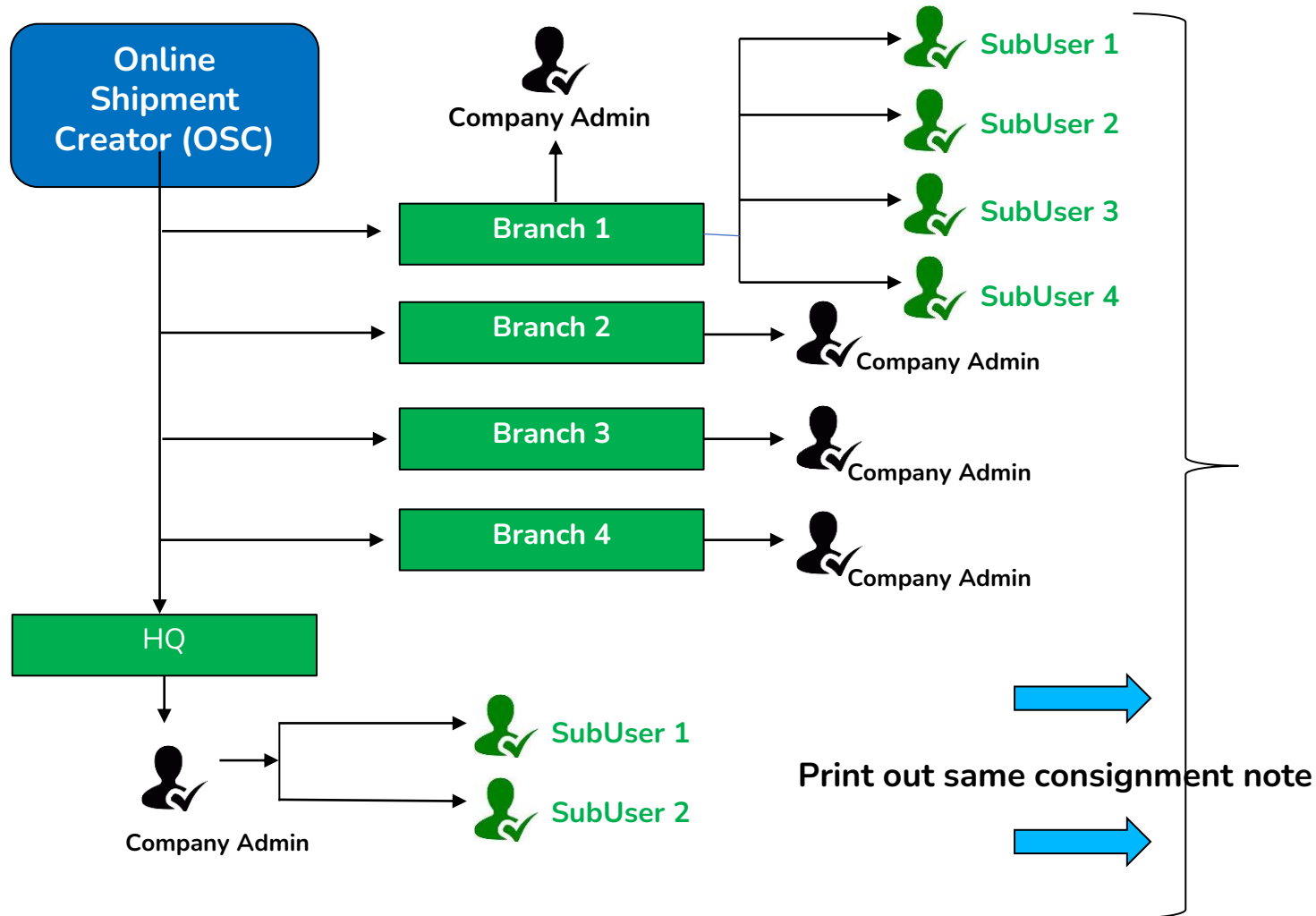
		COURIER				P.O.D	
 9901 030 00004 738				 9901 030 00004 738			
FROM: Ahmad Syafik Idzhar City-Link HQ ICT No 3A, Jalan Arkitek U1 22 Seksyen U1, Hicom-Glenmarie Industrial Park 40150 SHAH ALAM SELANGOR MALAYSIA TEL NO: 0355658399				ORIGIN SAL SHIP A/C NO 00042367		FROM: Ahmad Syafik Idzhar City-Link HQ ICT No 3A, Jalan Arkitek U1 22 Seksyen U1, Hicom-Glenmarie Industrial Park 40150 SHAH ALAM SELANGOR MALAYSIA TEL NO: 0355658399	
TO: Wong Lily 22 Jalan SP 10/6 Saujana Puchong Bandar Putra Permai 47110 Selangor SELANGOR SELANGOR MALAYSIA 47100 TEL NO: 0122121371				DESTINATION TIS 		TO: Wong Lily 22 Jalan SP 10/6 Saujana Puchong Bandar Putra Permai 47110 Selangor SELANGOR SELANGOR MALAYSIA 47100 TEL NO: 0122121371	
SHIPMENT REF :  a123				GROSS WEIGHT: 0.00 KG		SHIPMENT REF :  a123	
 Track Shipping E-Shop Download App Now! City-Link Express citylinkexpress.com  				No. PIECES 1 / 5		 Track Shipping E-Shop Download App Now! City-Link Express citylinkexpress.com  	
NAME & SIGNATURE							

User/ customer is able to create & print out A4 consignment note type which contain 1 page with 2 sections.

- 1) Top: Shipper → Consignee (Receiver)
- 2) Bottom: POD Copy

Question: Where is Shipper's copy?

- ✓ Shipper can check thru system
- ✓ User can print 2 copies for manual housekeeping



		COURIER	
 9901 030 00004 738			
FROM: Ahmad Syafik Idzhar City-Link HQ ICT No 3A, Jalan Arkitek U1 22 Seksyen U1, Hicom-Glenmarie Industrial Park 40150 SHAH ALAM SELANGOR MALAYSIA		ORIGIN SAL SHIP A/C NO 00042367	
TO: Wong Lily 22 Jalan SP 10/6 Saujana Puchong Bandar Putra Permai 47110 Selangor SELANGOR SELANGOR MALAYSIA 47100 TEL NO: 0122121371		DESTINATION TIS 	
SHIPMENT REF :  a123		GROSS WEIGHT: 0.00 KG	
 Track Shipping E-Shop Download App Now! City-Link Express citylinkexpress.com  		No. PIECES 1 / 5	

Username & Password shared via email



For OSC support please email to osc.sm@citylinkexpress.com.my

- 1) Customer full company name:
- 2) Account No:
- 3) OSC account support questions?

Online OSC registration form please go online?

<https://csp19.citylinkexpress.com:7296/>

Registration To login to OSC please click on this link below

<https://csp19.citylinkexpress.com:7296/Account/>

For any enquiries;

OSC Technical: Contact **03-5565 8399 Ext: 3035 / 3031** or email

osc.sm@citylinkexpress.com.my

OSC Business Account Enquiries:

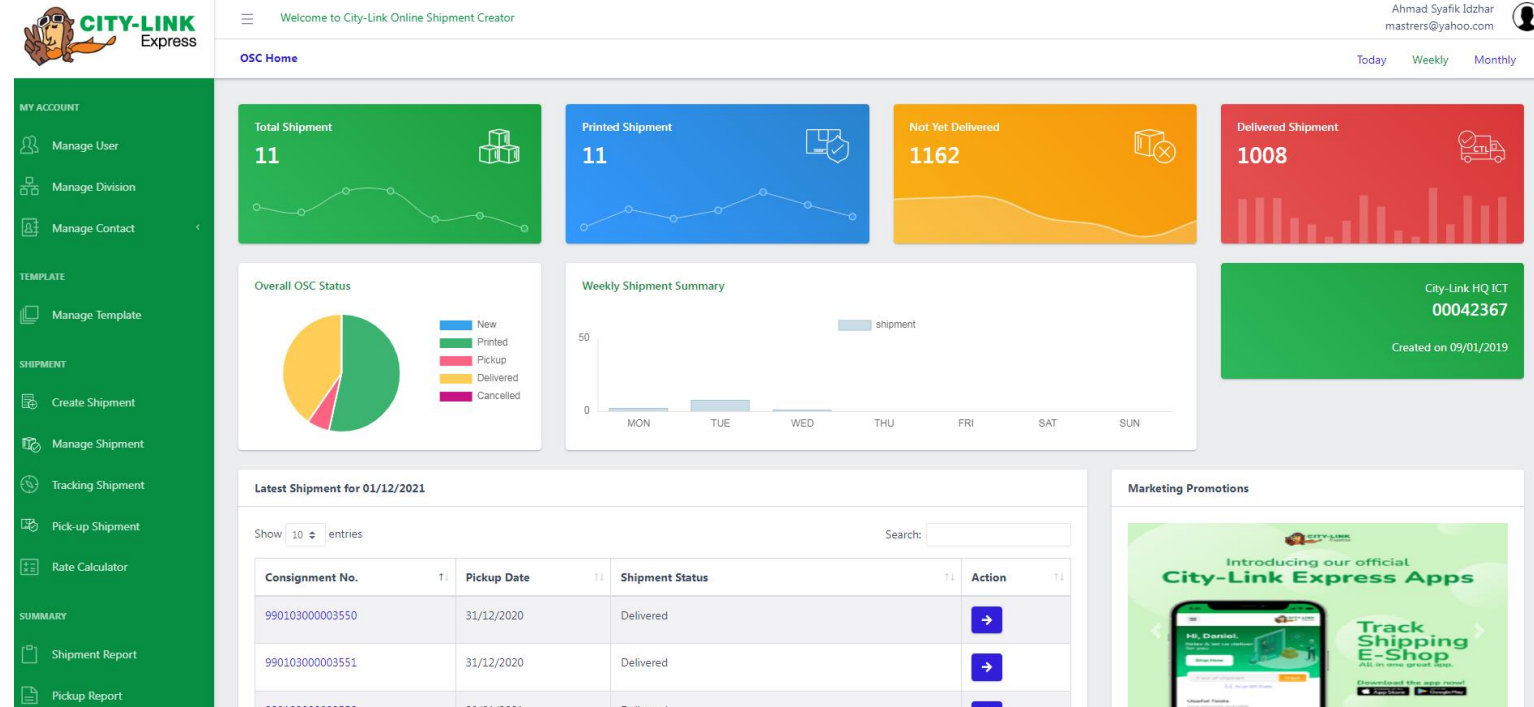
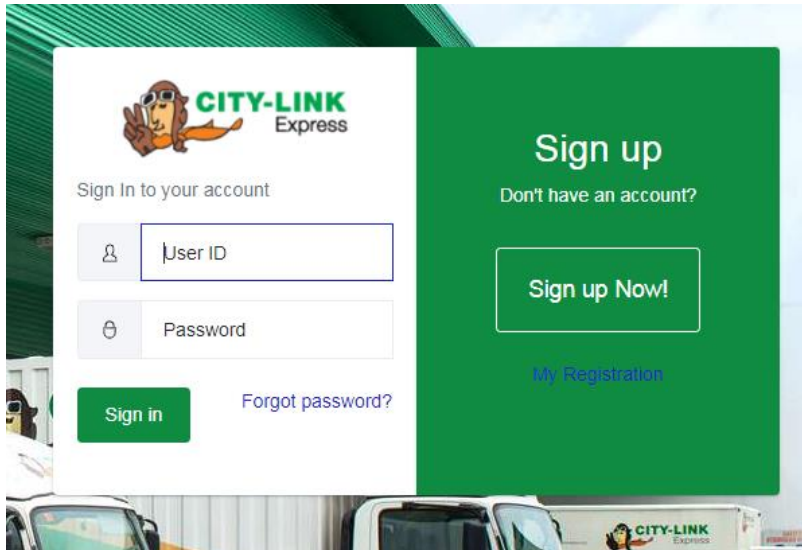
Contact 016-339 9999 (WhatsApp) or email

business@citylinkexpress.com.my

Other Enquiries: Contact our Customer Service at 03-5033 3800 or email

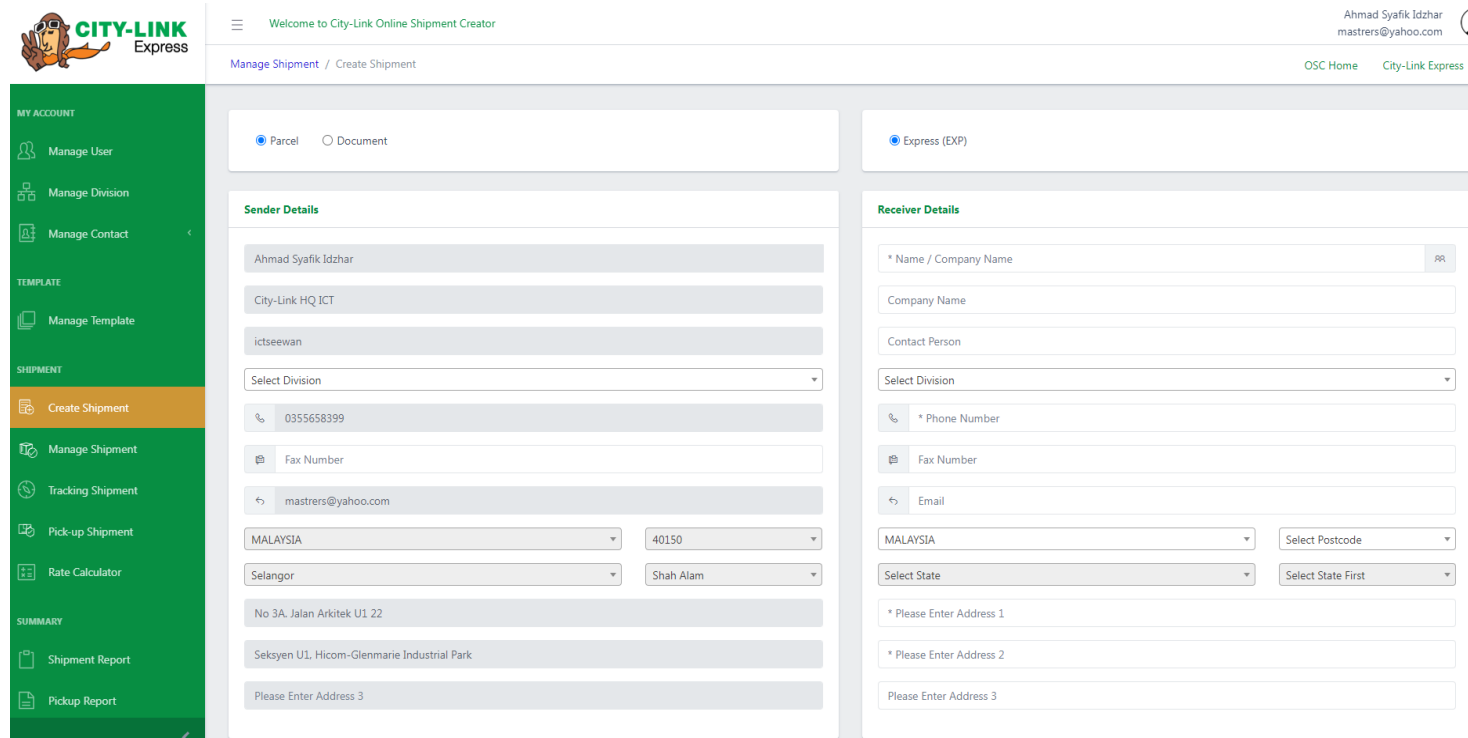
customerservice@citylinkexpress.com.my

Step 1



Step 1: Login to the System by inserting Username / Password.
Successful login will able to access to OSC dashboard.
Productivity dashboard consist 4 section:

- E-Shipment Creator Status
- E-Shipment Creator Counter
- Shipment Status Tracking
- Marketing Promotion



WELCOME TO CITY-LINK ONLINE SHIPMENT CREATOR

Manage Shipment / Create Shipment

Ahmad Syafik Idzhar
mstrs@yahoo.com

OSC Home City-Link Express

MY ACCOUNT

- Manage User
- Manage Division
- Manage Contact

TEMPLATE

- Manage Template

SHIPMENT

- Create Shipment
- Manage Shipment
- Tracking Shipment
- Pick-up Shipment
- Rate Calculator

SUMMARY

- Shipment Report
- Pickup Report

Parcel Document

Express (EXP)

Sender Details

Ahmad Syafik Idzhar

City-Link HQ ICT

ictseewan

Select Division

0355658399

Fax Number

mstrs@yahoo.com

MALAYSIA 40150

Selangor Shah Alam

No 3A, Jalan Arkitek U1 22

Seksyen U1, Hicom-Glenmarie Industrial Park

Please Enter Address 3

Receiver Details

* Name / Company Name

Company Name

Contact Person

Select Division

* Phone Number

Fax Number

Email

MALAYSIA Select Postcode

Select State Select State First

* Please Enter Address 1

* Please Enter Address 2

Please Enter Address 3

Step 2

Step 2: Click on the 'Create Shipment' on the left of the panel. New Shipment creation page will be open.

Shipment Creation consist of 4 sections:

- Sender Details <Will auto populate from user's profile information>
- Receiver Details <Need to insert or select from contact>
- Package Details<Need to insert>

Click on "**Submit**" to proceed.

**Fill in all mandatory (*) fields



Welcome to City-Link Online Shipment Creator

Single Shipment Creation (Confirming Shipment)

Ahmad Syafik Idzhar
mstrs@yahoo.com

OSC Home City-Link Express

MY ACCOUNT

- Manage User
- Manage Division
- Manage Contact

TEMPLATE

- Manage Template

SHIPMENT

- Create Shipment
- Manage Shipment
- Tracking Shipment
- Pick-up Shipment
- Calculator
- Shipment Report

Manage Shipment

Total Shipment
0

Printed Shipment
0

Not Yet Delivered
0

Delivered Shipment
0

+ Create New

+ Bulk Import

View All

New

Confirmed

Printed

Cancelled

Action:

Confirmed

Go

Search:


Go

	Sender ID ↓ ↑	Consignment No. ↓ ↑	Shipment Status ↓ ↑	Printed? ↓ ↑	Receiver ↓ ↑	Destination ↓ ↑	Creation Date ↓	Action
<input type="checkbox"/>	Ahmad Syafik Idzhar		New	No	Milya_Ict	Shah Alam	01/12/2021 09:42 AM	
	Azmil	990103000005630	Confirmed	Yes	PUC BIC	Puchong	01/12/2021 05:42 AM	
	SARAVANAN	990103000005629	Confirmed	Yes	PJY BIC	Petaling Jaya	30/11/2021 05:51 PM	
	MOHD ROHIZAL	990103000005628	Confirmed	Yes	CTL SDY BIC	Seremban	30/11/2021 03:38 PM	

Step 3

Step 3: Once created, system will redirect to “Manage Shipment” page. New Shipment created without Consignment No. There are 3 icon at “Action column” (right of the screen). Click on “Confirm” icon

- Edit icon – New shipment are allow to be edit. Customer still able to change their shipment detail
- Confirm icon – Confirm to get consignment no. Shipment confirmed are not allow to be edited.
- Delete icon – Only new shipment are allow to be delete.



Welcome to City-Link Online Shipment Creator

Ahmad Syafik Idzhar
mstrs@yahoo.com

[Manage Shipment](#) / [Check Out Summary](#)

[OSC Home](#)
[City-Link Express](#)

MY ACCOUNT

Manage User

Manage Division

Manage Contact

TEMPLATE

Manage Template

Confirm

Total Shipment(s) : 1

Sender	Status	Service Type	Receiver	Receiver City	Created On
Ahmad Syafik Idzhar	New	EXP	Milya_Ict	Shah Alam	01/12/2021 09:42 AM

Step 4

Step 4: Once confirmed, a check out summary will be display. This page to indicate how many shipment have been selected. Click on “Confirm” to proceed.

Single Shipment Creation (Print Out)

TEMPLATE

Manage Template

SHIPMENT

Create Shipment

Manage Shipment

Tracking Shipment

Pick-up Shipment

Rate Calculator

SUMMARY

Shipment Report

Pick

+ Create New

+ Bulk Import

View All

New

Confirmed

Printed

Cancelled

Action:

Confirmed

Go

Search:

Go

	Sender ID ↓ ↑	Consignment No. ↓ ↑	Shipment Status ↓ ↑	Printed? ↓ ↑	Receiver ↓ ↑	Destination ↓ ↑	Creation Date ↓	Action
<input type="checkbox"/>	Ahmad Syafik Idzhar	990103000005631	Confirmed	No	Milya_Ict	Shah Alam	01/12/2021 09:42 AM	
	Azmil	990103000005630	Confirmed	Yes	PUC BIC	Puchong	01/12/2021 05:42 AM	
	SARAVANAN	990103000005629	Confirmed	Yes	PJY BIC	Petaling Jaya	30/11/2021 05:51 PM	
	MOHD ROHIZAL	990103000005628	Confirmed	Yes	CTL SDY BIC	Seremban	30/11/2021 03:38 PM	
	MOHD ROHIZAL	990103000005627	Confirmed	Yes	SHARON	Kuala Lumpur	30/11/2021 12:58 PM	

Step 5

Step 5: Once confirmed, system will redirect to “Manage Shipment” page. New Shipment created will have Consignment No. There are 2 icon at “Action column” (right of the screen). Choose printing size.



Print in A4 size format

















Print in 6 X 4 label sticker format

Step 6

Step 6: Consignment Note generated will be downloaded to the user's computer. Open the zip files and print it out according to the size selected.

A4
Format

		COURIER				P.O.D	
 9901 030 00004 738				 9901 030 00004 738			
FROM: Ahmad Syafik Idzhar City-Link HQ ICT No 3A, Jalan Arkitek U1 22 Seksyen U1, Hicom-Glenmarie Industrial Park 40150 SHAH ALAM SELANGOR MALAYSIA TEL NO: 0355658399		ORIGIN SAL SHIP A/C NO 00042367		FROM: Ahmad Syafik Idzhar City-Link HQ ICT No 3A, Jalan Arkitek U1 22 Seksyen U1, Hicom-Glenmarie Industrial Park 40150 SHAH ALAM SELANGOR MALAYSIA TEL NO: 0355658399		ORIGIN SAL SHIP A/C NO 00042367	
TO: Wong Lily 22 Jalan SP 10/6 Saujana Puchong Bandar Putra Permai 47110 Selangor SELANGOR SELANGOR MALAYSIA 47100 TEL NO: 0122121371		DESTINATION TIS 		TO: Wong Lily 22 Jalan SP 10/6 Saujana Puchong Bandar Putra Permai 47110 Selangor SELANGOR SELANGOR MALAYSIA 47100 TEL NO: 0122121371		DESTINATION TIS 	
SHIPMENT REF :  a123		GROSS WEIGHT: 0.00 KG		SHIPMENT REF :  a123		GROSS WEIGHT: 0.00 KG	
 Track Shipping E-Shop Download App Now! City-Link Express citylinkexpress.com  		No. PIECES 1 / 5		 Track Shipping E-Shop Download App Now! City-Link Express citylinkexpress.com  		NAME & SIGNATURE	

Successfully Generated Shipment Labels.

Click Download and label will be auto downloaded.

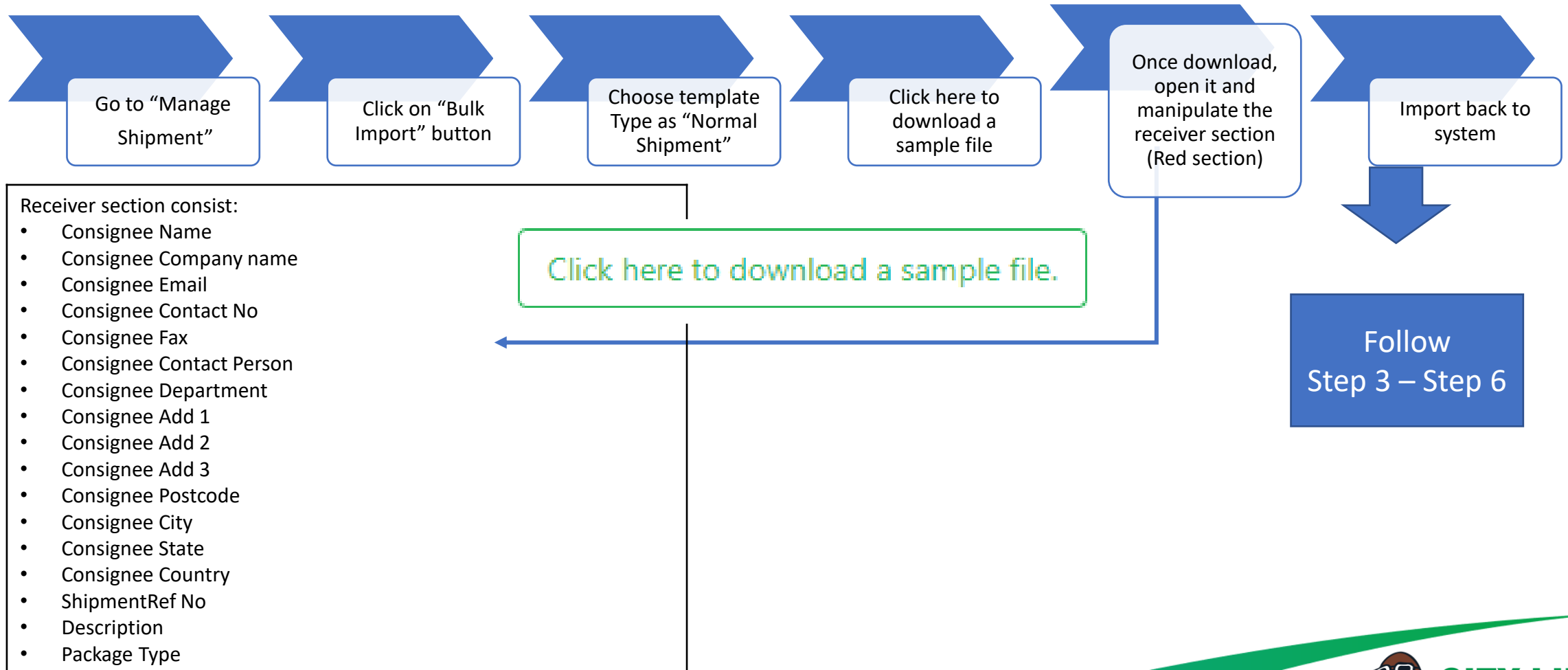
Download



shipment label 202....zip

6 X 4
Format

		COURIER	
 9901 030 00004 732			
FROM: icctest No 3A, Jalan Arkitek U1 22 Seksyen U1, Hicom-Glenmarie Industrial Park 40150 SHAH ALAM SHAH ALAM Selangor MALAYSIA TEL NO: 0355658399		ORIGIN SAL SHIP A/C NO 00042367	
TO: ashraf@dean ashraf@dean #5 jalan - tiga/15, KUBANG SEMANG KUBANG SEMANG Pulau Pinang MALAYSIA 14400 TEL NO: +60163314251		DESTINATION BTW 	
<small>NOTICE - THIS SHIPMENT IS SUBJECT TO CITY-LINK EXPRESS STANDARD CONDITIONS OF CARRIAGE.</small>			
SHIPMENT REF :  ad		SIGNATURE:	
REMARKS:		GROSS WEIGHT: 0.00 KG	
 Track . Shipping . E-Store citylinkexpress.com  		No. 1/	

Step to create multiple shipment to OSC as below:

Receiver State

SELANGOR
JOHOR
KEDAH
KELANTAN
KUALA LUMPUR
LABUAN
MELAKA
NEGERI SEMBILAN
PAHANG
PERAK
PERLIS
PULAU PINANG
SABAH
SARAWAK
TERENGGANU
WP. PUTRAJAYA

Receiver Country Code

MY	Malaysia
SG	Singapore
ID	Indonesia
BN	Brunei
CN	China
TW	Taiwan
TH	Thailand
JP	Japan
DE	Germany
VN	Vietnam
HK	Hong Kong

*Do contact us if the code not exist

Package Type

DOX	Document
SPX	Parcel

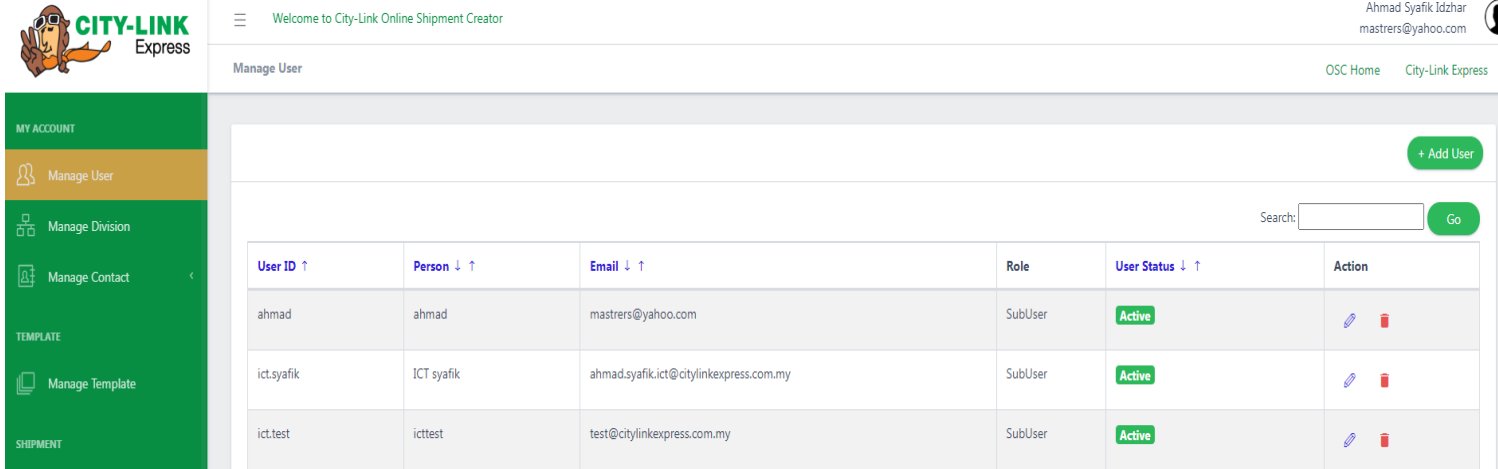
Please use as highlighted

Table 1.0: Shipment Detail

Shipper Information				Consignee Information				Parcel & Service Information			
Fields	Type	Limit	Mandatory?	Fields	Type	Limit	Mandatory?	Fields	Type	Limit	Mandatory?
Name	Varchar	50	Yes	Consignee Name	Varchar	50	Yes	Height	Int	Max	
Email	Varchar	Max		Consignee Email	Varchar	Max		Width	Int	20	
Phone	Int	25		Consignee Phone	Int	25		Length	Int	10	
Fax	Int	25	No	Consignee Fax	Int	25	No	Weight	Int	10	
Company Name	Varchar	50	Yes	Consignee Company Name	Varchar	50	Yes	Delivery Order No	Varchar	20	Yes
Contact Person	Varchar	50	Yes	Consignee Contact Person	Varchar	50	Yes	Service Type	EXP	-	
Department	Varchar	50	No	Consignee Department	Varchar	50	No	Description	Varchar	50	
Country	-	-	Yes	Consignee Country	-	-	Yes	Remarks	Varchar	50	No
Postcode	Numeric	15		Consignee Postcode	Numeric	15	Yes	Package Type	DOX / SPX	-	Yes
State	-	-		Consignee State	-	-					
City	Varchar	Max		Consignee City	Varchar	Max					
Address 1	Varchar	50		Consignee Address 1	Varchar	50					
Address 2	Varchar	50		Consignee Address 2	Varchar	50					
Address 3	Varchar	50	No	Consignee Address 3	Varchar	50					

Dox = Document
 SPX = Parcel

Step 1









Welcome to City-Link Online Shipment Creator

Manage User

OSC Home City-Link Express

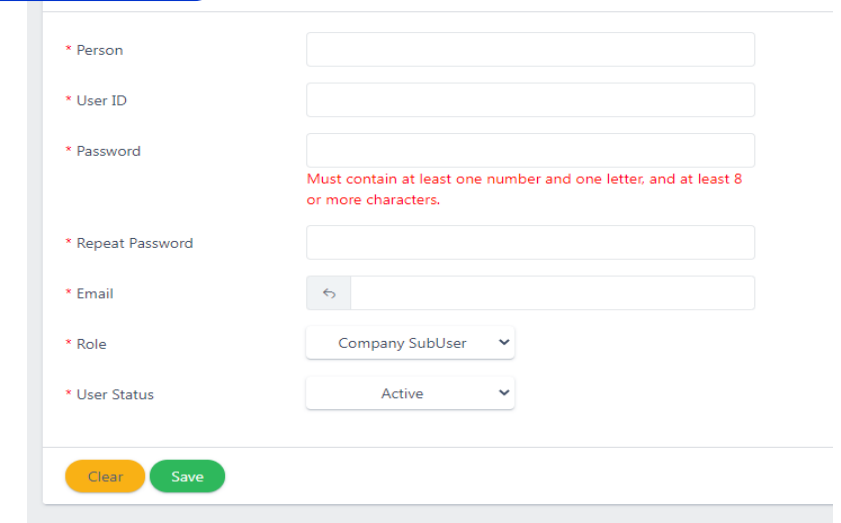
Ahmad Syafik Idzhar
mstrs@yahoo.com

+ Add User

User ID ↑	Person ↓ ↑	Email ↓ ↑	Role	User Status ↓ ↑	Action
ahmad	ahmad	mstrs@yahoo.com	SubUser	Active	 
ict.syafik	ICT syafik	ahmad.syafik.ict@citylinkexpress.com.my	SubUser	Active	 
ict.test	icttest	test@citylinkexpress.com.my	SubUser	Active	 

Search: Go

Step 2



* Person

* User ID

* Password

Must contain at least one number and one letter, and at least 8 or more characters.

* Repeat Password

* Email

* Role

* User Status

Clear Save

Step 1: From OSC Dashboard go to Manage User. In User Listing, click on button
Step 2 : You will be directed to Add New Sub User screen.

+ Add User

Fill in all required fields

- Person <Will be display as Consignee Name in consignment note>
- User ID <Login username>
- Password <Login Password>
- Email <Required for Forgot Password function>
- Role < Company User will have the same admin access.

Company SubUser will be able to create shipment only>

Click on “**Save**” to proceed. Successful new user addition will be displayed in User Listing

- To create Parent & Child shipment in OSC:

1. Insert “Quantity” in OSC

- i. For Single shipment (using form)
 - Go to “Create Shipment”
 - insert “Parcel Quantity” more than 1
 - Click “Submit”
- ii. For Multiple shipment (using excel)
 - Go to “Manage Shipment”
 - Click on “Bulk Import”
 - Choose excel
 - Click “Upload”

Make sure “Quantity” column have been inserted with quantity more than 1.

2. Confirm & Print shipment as usual

****Parcel Quantity = 1 parent + child (PX)**

Example: Parcel Quantity = 5, 1 parent + 4 child

Package Details

Parcel / Box Dimension (cm)

X X

Parcel Weight (kg)

Parcel Quantity

	A	B	C	D	E
1	Service Type	Quantity	Weight	Remark	COD Currency
2	EXP	1			MYR
3	EXP	1			MYR
4	EXP	1			MYR
5	EXP	1			MYR
6	EXP	1			MYR
7	EXP	1			MYR
8	EXP	1			MYR

MUST SCAN THE > MOTHER PARCEL FIRST

Tracking Number
Mother/ Main

		COURIER	
			
		<div style="border: 2px solid red; padding: 2px;">9901 030 00004 732</div>	
FROM: icctest No 3A. Jalan Arkitek U1 22 Seksyen U1, Hicom-Glenmarie Industrial Park 40150 SHAH ALAM SHAH_ALAM Selangor MALAYSIA TEL NO: 0355658399		ORIGIN SAL SHIP A/C NO 00042367	
TO: ashraf@dean ashraf@dean #5 jalan - tiga/15, KUBANG SEMANG KUBANG_SEMANG Pulau Pinang MALAYSIA 14400 TEL NO: +60163314251		DESTINATION BTW 	
<small>NOTICE - THIS SHIPMENT IS SUBJECT TO CITY-LINK EXPRESS STANDARD CONDITIONS OF CARRIAGE.</small>			
SHIPMENT REF :  ad		SIGNATURE:	
REMARKS:		GROSS WEIGHT: 0.00 KG	No. 1/
 Track . Shipping . E-Store citylinkexpress.com		 	

2ND SCAN BABY PARCEL

Tracking Number
Baby Parcel PX

		COURIER	
			
		<div style="border: 2px solid red; padding: 2px;"> PXMY 0B0 00000 129 9901 030 00004 732 </div>	
FROM: icctest No 3A. Jalan Arkitek U1 22 Seksyen U1, Hicom-Glenmarie Industrial Park 40150 SHAH ALAM SHAH_ALAM Selangor MALAYSIA TEL NO: 0355658399		ORIGIN SAL SHIP A/C NO 00042367	
TO: ashraf@dean ashraf@dean #5 jalan - tiga/15, KUBANG SEMANG KUBANG_SEMANG Pulau Pinang MALAYSIA 14400 TEL NO: +60163314251		DESTINATION BTW 	
<small>NOTICE - THIS SHIPMENT IS SUBJECT TO CITY-LINK EXPRESS STANDARD CONDITIONS OF CARRIAGE.</small>			
SHIPMENT REF :  ad		GROSS WEIGHT: 0.50 KG	
 Track Shipping E-Shop Download App Now! City-Link Express citylinkexpress.com  		No. PIECES 2 / 2	



Contact Us :

OSC Technical: Contact **03-5565 8399 Ext: 3035 / 3031**
osc.sm@citylinkexpress.com.my

