

ARKOD - Description of Services and Pricing (Final prices to be determined prior to contract signing)

		SERVICES DESCRIPTION	UNIT RATE OF SERVICE	
MANAGEMENT FEE		Management Fee is a fixed monthly rate of RM300 per month. This fee will reflect all the proper management, coordination and facilitation required to satisfy the service requirements by the Vendor. Eg: security, data records, product checking, and anything related to the inventory management system.	RM 300 per month for 2000 kg. RM 400 per month for 3000 kg and above. Or Using Square Footage	
INBOUND	PRODUCT LIST, BARCODE PRINTING & BARCODE TAGGING	A product list is to be sent to the Service Provider by the Vendor prior to the stock being sent to the warehouse. Each item may be given a barcode to ensure items are stored, picked, and packed correctly. This step allows items to be tracked in the Service Provider warehouse accurately.	RM 2.00 per item	
	UNSTUFFING	Unstuffing Charges - Palletized	RM 150.00 /20' CONTR	RM 200.00 /40' CONTR

	RECEIVING STOCK	Stock can be received either via courier, dispatch, or by hand for storage and processing in the Service Provider facility. Items received as per carton will not be opened, stock checked and inbound into the system. Service Provider has the right to refuse any inbound stock that is deemed unfit for storage. If a Service Provider is required to pay COD deliveries, the Vendor will be charged at the end of every month alongside the total bill. A fee of 3% will be charged by the Service Provider to pay any COD delivery in advance of Vendor payment (It is recommended to use our Door-to-Door service).	Less than 200 pieces (RM 5 per carton)	More than 200 pieces (RM 4 per carton)
	PRE-PACKING	Pre-packing is an optional service for products that require special label printing and tagging, or bundling and/or pairing for products such as goodie bags, or even loose pairs of shoes in parcels.	Charges to be discussed	
	INVENTORY MANAGEMENT SYSTEM	Simple Cataloguing: This default process includes a standardize list of all items in-stock. Each item will include name, variations, and image alongside each stock count. Service Provider has the right to change and/or amend the software used for cataloguing. Any extra request that cannot be provided by the system will be deemed as detailed cataloguing. This service will not incur any charges (RM0)	Included in management fee	
		Detailed Cataloguing: This optional process may include a separate system where each item has both a master number, as well as an individual unit barcode, or House Number. This process may also include separate requests such as a secondary Excel / Google Sheet stock count, etc. Service Provider has the right to change and/or amend the software used for cataloguing. The company, with Vendor approval, will provide agreed upon catalogues throughout the contract. Any extra requests will be chargeable at Service Provider discretion. This is a variable charge, as charges will only be incurred upon request or usage of service.	RM 1 per item	
	STORAGE PACKAGES / RENTAL	All items are stored in a secure, climate and humidity controlled warehouse that can only be accessed by Service Provider personnel. The storage can be monitored via the Tenant Inventory Portal. This is a variable charge, billed on a monthly basis depending on storage space	If exceeding 2000 kg up to 10%, charges RM2 per extra kg will apply	

	as follows. (Including management fee)	usage/kilograms. Unless specified otherwise, the weekly tiered storage rate is as follows: Rack Size (ft): 4 (L) x 2 (W) x 2 (H)		
	*Kilogram packages	Member	2000 kg, RM 399 per month (3 months plan)	
			2000 kg, RM 379 per month (6 months plan)	
			2000 kg, RM 359 per month (12 months plan)	
	Non-Member	2000 kg, RM 800 per month (3 months plan)		
		2000 kg, RM 700 per month (6 months plan)		
2000 kg, RM 600 per month (12 months plan)				

OUTBOUND	ORDER REQUEST	The ARKOD Dashboard will allow for orders to be made directly into the system. All orders must go through the proper provided channels. Service Provider will require a minimum of up to 2 working days prior to fulfilling any order whereby Service Provider will strive to achieve an agreed reasonable timeline with constant communication with the Vendor as it is dependent on volume of order. If the Vendor requires express fulfilment, ARKOD has the right to impose up to 40% of the total price of that outbound.			RM 0 per month
	E-COMMERCE	Packing	Pick and Pack	0 – 2 kgs	RM 0.90 per item
				2 – 5 kgs	RM 2.00 per item
				5 – 10 kgs	RM 4.40 per item
		Special Packing	Charges to be discussed		
External wrapping/cover/pouches. *compulsory for D.O. labelling purposes for unwrapped/unpacked individual items.	RM 2.00 per labelling				

		Courier		Subject to Courier Service		
		International Shipping (Additional Charges)		RM 1.50 per parcel		
	BAZAAR, STOCKIST OR OTHERS	Packing	Packing & Sort		Less than 200 order (RM 7) or More than 200 order (RM 6)	
			Special Packing		Charges to be discussed	
			Special Labelling		RM 2.00 per box/parcel	
		Delivery	Time	8am - 5pm		RM 120 per one point
			Cut Off Time 3 PM. After 3PM the item will be delivered the next day.	7pm – 11pm		
			Extra Manpower for repacking.		RM 3 - 5 per box/parcel	
			Sizes: (L x W x H) cm		Less than 30 cm S / M - RM3	
				More than 30 - 50cm L - RM4		
		More than 50 cm				

						XL - RM5
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	PICK-UP & RETURNS	Service Provider can also accept e-commerce returns. Vendors will then have a choice of what to do with all returned items. Service Provider has the right to use trusted third-party Vendors for any pickup and returns. If a return is sent to Service Provider, the Vendor will be notified directly and the company will await orders on whether items are to be put back into stock, or to send the items back to Vendor. Pick-up routes are pre-described and approved point-to-point destinations. Any extra deliveries / pick-ups are considered drop-shipments, and will be chargeable. Service Provider has the right to refuse any inbound stock that is deemed unfit for storage. Service Provider has the right to impose the pre-packing process at a per-item basis for received stock that has not been labelled properly – requiring research and communication with the Vendor in order to confirm the stock’s details.	Charges as per Delivery or Check the Door-to-Door rates
OTHERS	PRIVATE ROOM USAGE *coming soon	Service using a Service Provider private room is free of charge for the first (1) hour, RM20 is charged per subsequent hour. Private room can be used to do stock check, quality check, and private showroom for Vendor’s customers.	RM20 per hour after FREE first-hour
	ASSEMBLY OF UNIT BOXES	This service is imposed when unassembled carton boxes need to be assembled for shipping purposes.	RM 0.20 per box
	PRINTING	Printing will be incurred upon request.	RM 0.30 per page
	SHRINK WRAPPING	Boxes that require to be wrapped with shrink wrapped will be incurred upon request. Service Providers may determine the CBM of items at their own discretion.	RM 95 per cubic meter
	PALLET SUPPLY	Pallet Supply upon request	RM 15 per carton / box

PALLET WRAP	Pallet Wrap upon request	RM 8 per carton/box
FLYER POCKET STICKING	Courier Flyer Pocket Sticking will be incurred upon request.	RM 0.10 per sticking
DESIGN FOR BRANDING	Ads design	Will be discussed
EXPRESS PROCESSING	Express Processing fee is imposed according to the standard processing time in our terms & conditions or through an agreed arrangement.	40% of Handling Fee
OVER-TIME CHARGES	May apply if any services are required to be executed before 10 AM, and after 6 PM.	RM 20 per hour
EXTRA INSURANCE COVERAGE	Standard Insurance coverage starts at RM 8,500 per cubic metre with extra insurance coverage is available upon request	Will be discussed
MANUAL STOCK COUNT	Stock Counts are done by the Service Provider, charges may be incurred upon request of this service by the Vendor. (eg: weekly) *Monthly stock count is free.	<i>Starting from RM20</i>
OVERSIZED PARCEL	Exceed 30 cm x 30 cm x 30 cm	RM 2 per kg
OTHERS	<i>To be determined depending on actual request</i>	<i>To be determined depending on actual request</i>

<p>PAYMENT METHOD</p>	<p>The method of payment of the Price by the Vendor to the Service Provider shall be EITHER by;</p> <ul style="list-style-type: none"> • Bank Transfer (inclusive any online type of transfers) • FPX Internet Banking • Credit / Debit Card Payment • Cheque payment • Cash payment at the Service Provider location • e-Wallet • ARKOD Points (AP) / (ARKOD credit account) <p style="text-align: center;">ARKOD SMART LOGITECH SDN BHD (1396015-V) Bank Name: Public Bank Account No. : 3223583706</p> <p>All payments are due 30 days after invoice issued. A late payment interest will be imposed amounting to 0.35% of the invoice per day, whichever is higher if prompt payment within 30 days of invoice is not observed.</p>	
<p>PROMOTION</p>	<p>Storage Package (First-time user / Trial only) 1,000 sq ft, RM 600 for 2 months</p>	<p>1,000 sq ft, RM 600 for 2 months</p>

Storage Packages / Rentals:

Packages	ARKOD Member	Non-Member
First-Time/Trial	1,000 sq ft, RM 600 for 2 months	1,000 sq ft, RM 600 for 2 months
Basic	1,000 sq ft, RM 900 per month (3 months plan)	1,000 sq ft, RM 1,300 per month (3 months plan)
Standard	1,000 sq ft, RM 850 per month (6 months plan)	1,000 sq ft, RM 1,250 per month (6 months plan)
Premium	1,000 sq ft, RM 800 per month (12 months plan)	1,000 sq ft, RM 1,200 per month (12 months plan)
Benefits		
	ARKOD Member	Non- Member
	<ul style="list-style-type: none"> ● Get 5% rebate AP points (lifetime for every top-up) ● Free pickup within 7KM ● Design (branding) ● Free set-up ● Lifetime discount ● Free inventory report ● Free collaboration for marketing & sales. ● Free trial with new features. ● Risk-Free ● Free unlimited shipping upgrade 	<ul style="list-style-type: none"> ● Get 5% rebate AP points (one time) ● Free pickup within 7KM ● Design (branding) ● Free inventory report ● Risk-Free

*The package pricing per month is exclusive of the monthly management fee (RM 300).

Add On Package

Additional square footage		Member	Non member
500 sq ft	3 months	RM 400	RM 640
	6 months	RM 375	RM 600
	12 months	RM 350	RM 560
1000 sq ft	3 months	RM 750	RM 1200
	6 months	RM 700	RM 1120
	12 months	RM 650	RM 1040
2000 sq ft	3 months	RM 1400	RM 2240
	6 months	RM 1300	RM 2080
	12 months	RM 1200	RM 1920

* The add on package duration (monthly plan) is based on the **Basic, Standard, and Premium Package.**

Terms & Conditions:

- Lifetime discount, free collaboration for marketing & sales & free trial with new features are according to management validation.
- Design (branding) one-time, will be discussed.
- Free inventory report per month only.
- After First-Time/Trial, customers can opt for a membership with a fee of **RM 20**. Then they will be eligible for the member price. Or the customer can opt for the normal packages/storage rental included with a fee of **RM20** for member price eligibility.
- Risk-Free (Security, CCTV, fire safety, etc).
- Free set-up for inbound (rack set-up, cleaning, sanitisation, etc).
- Free unlimited shipping upgrade.
- The Management Fee (Security, System Maintenance, Storage Handling and etc.) is included in the storage packages price mentioned.
- Exclusive Packing Fee and other service prices/requested prices mentioned above.
- You opt to subscribe to our service, which means you hereby agree with our terms & conditions.