

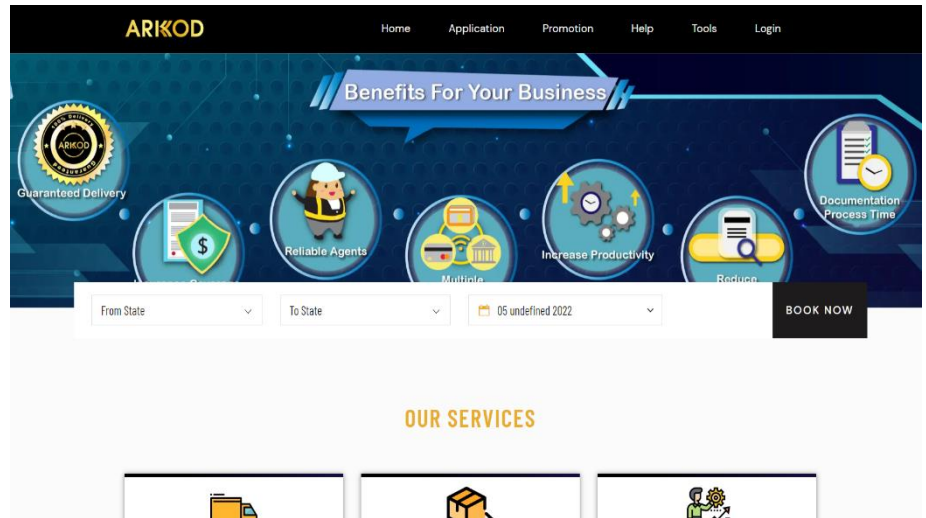
User Navigation

- A) Register / Login
- B) Profile
- C) Booking (Door to Door)
- D) Forwarding
- E) Customise Plan
- F) Volumetric Calculator
- G) Invoice Reporting
- H) Trace & Track
- I) Top-Up

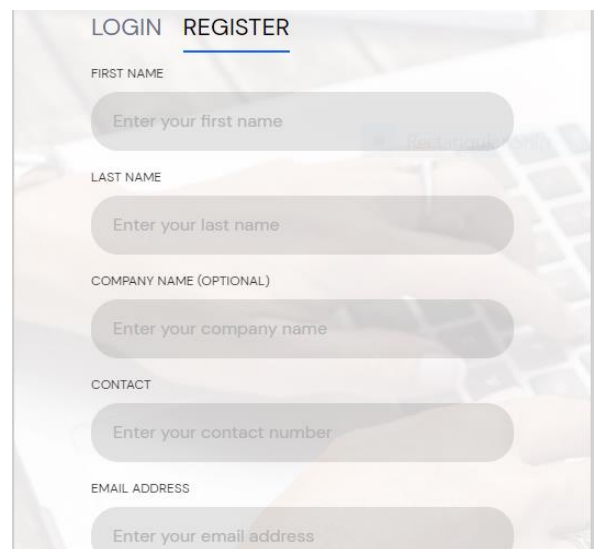
A) Register / Login

ARKOD Webpage

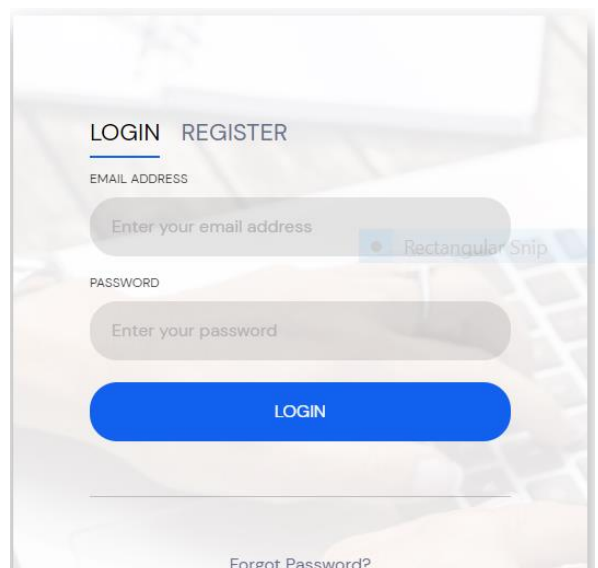
<https://arkod.com.my/>



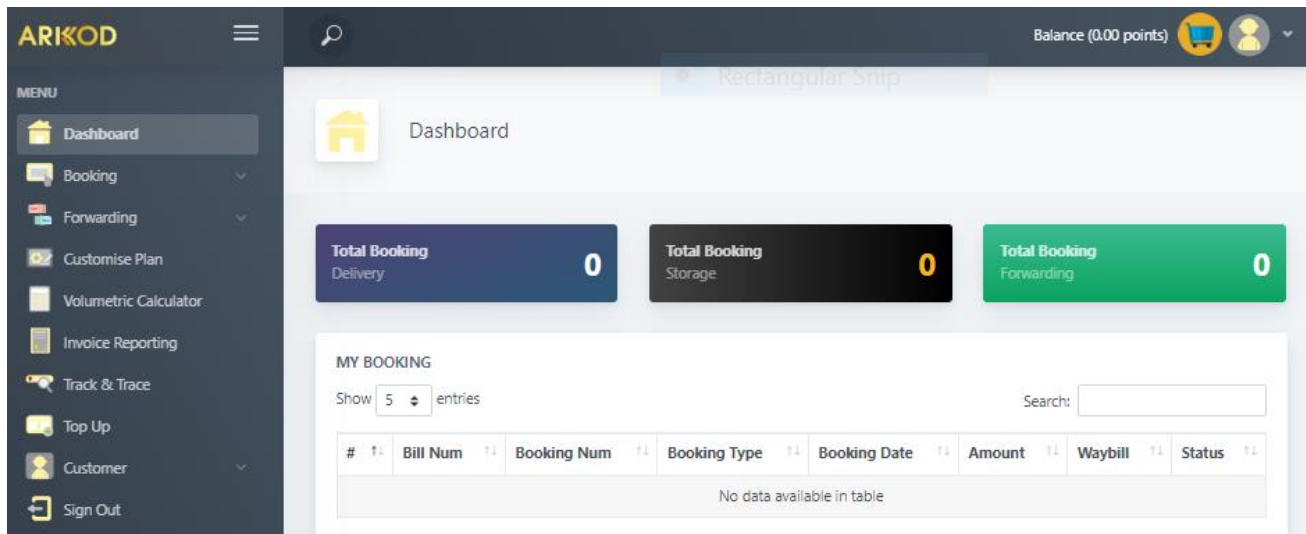
1. Click on **Register** and fill in your information.

The registration form is displayed with the "REGISTER" tab selected. It contains the following fields: "FIRST NAME" with a placeholder "Enter your first name", "LAST NAME" with a placeholder "Enter your last name", "COMPANY NAME (OPTIONAL)" with a placeholder "Enter your company name", "CONTACT" with a placeholder "Enter your contact number", and "EMAIL ADDRESS" with a placeholder "Enter your email address". There is a "Forgot Password" link next to the email field.

2. After completing registration, **Login** into your account.

The login form is displayed with the "LOGIN" tab selected. It contains the following fields: "EMAIL ADDRESS" with a placeholder "Enter your email address" and a "Rectangular Snip" tool icon, and "PASSWORD" with a placeholder "Enter your password". Below these fields is a blue "LOGIN" button. At the bottom, there is a "Forgot Password?" link.

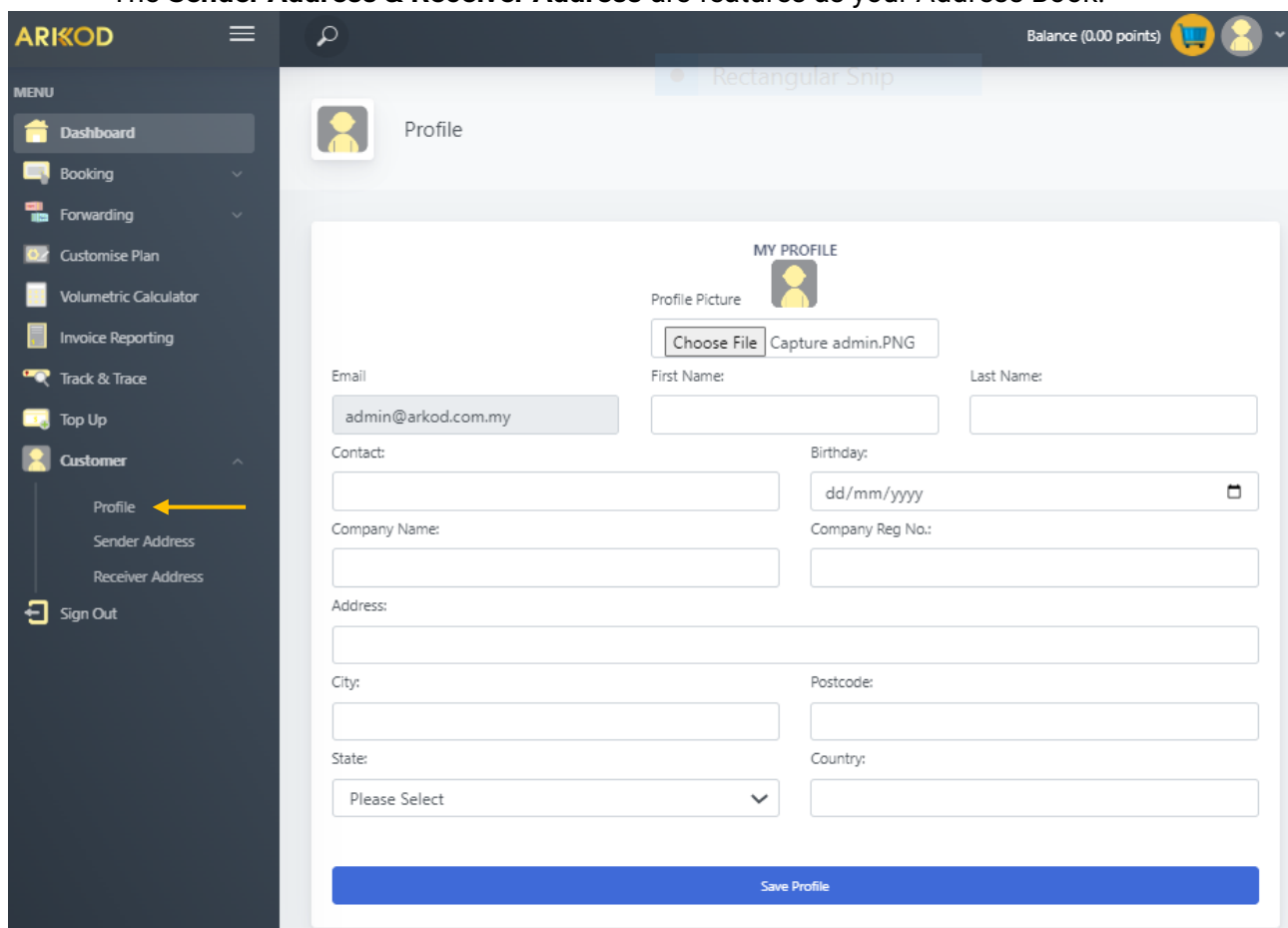
- You now are able to view your **Dashboard** list of menu options & lists of Total Bookings (Delivery, Storage and Forwarding).



B) Profile

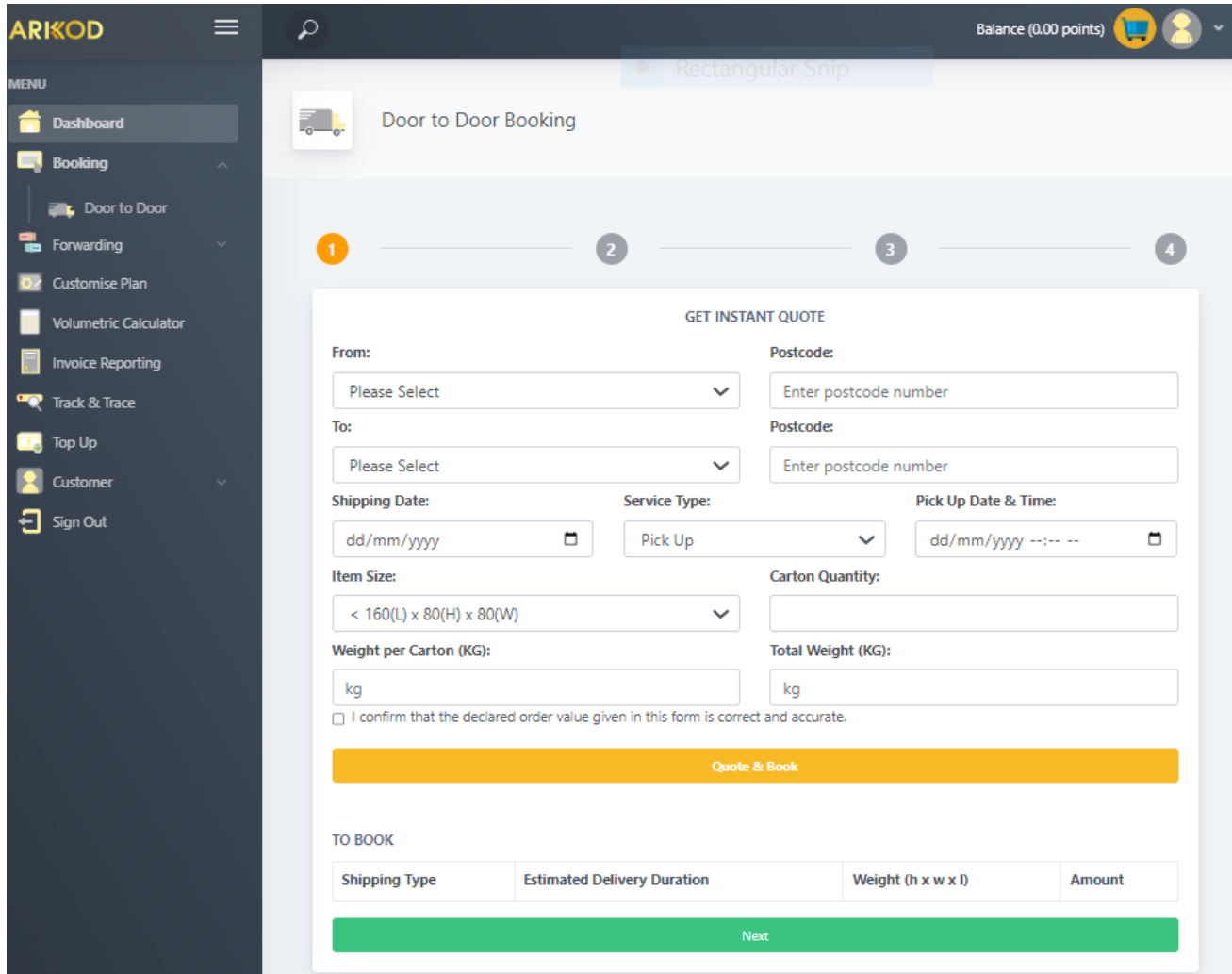
Click on **Customer** then, go to your **Profile** to update your information/details. Then **Save Profile**.

*The **Sender Address & Receiver Address** are features as your Address Book.



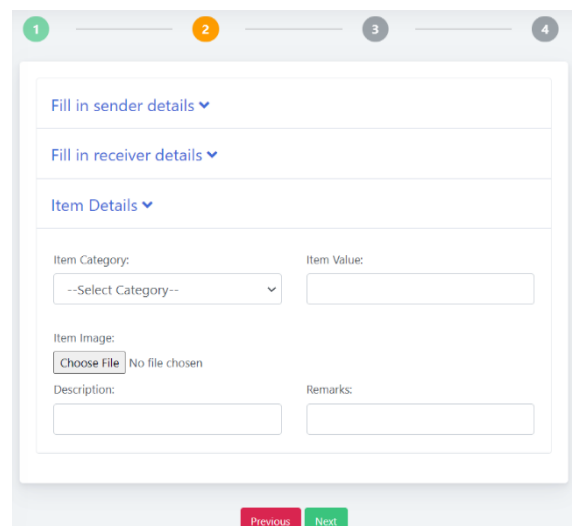
On the Dashboard menu option, customers can choose our Logistic Services which are listed below:

C) Booking (Door to Door) Delivery

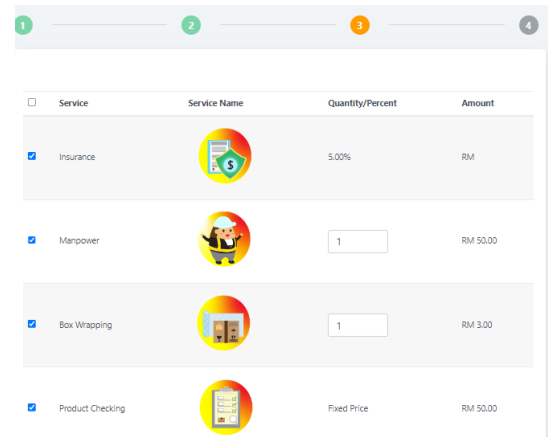


Step 1: To apply for Door-to-Door delivery service, click on **Booking**, next **Door to Door**. Follow the next step to **GET INSTANT QUOTE**. After fill in the information, confirm your details, then **Quote & Book**. Please make sure all of the information is correct.





Step 2: Click next. Then, fill in the details for **Sender Details, Receiver Details & Item details**.



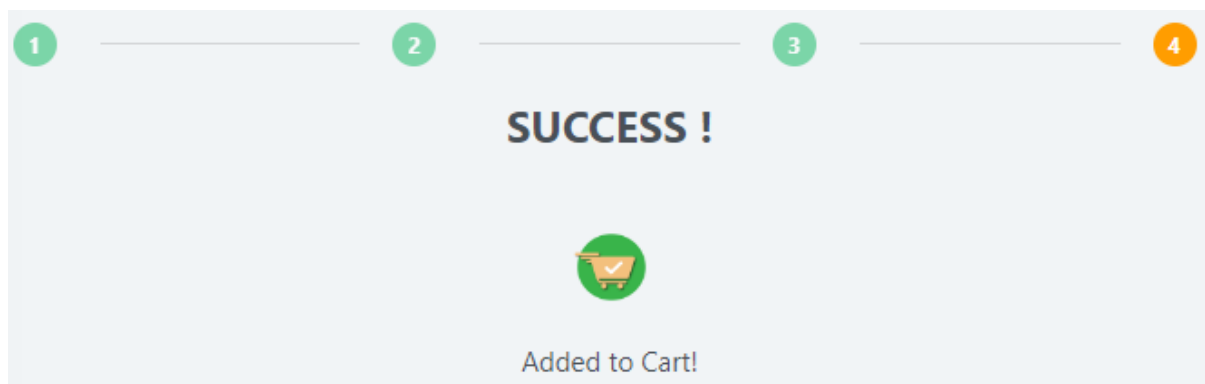
Step 3: You may add/apply for our additional **Services (Insurance, Manpower, Box Wrapping or Product Checking)**. Rates apply may vary based on your selection. Then, **Add to Cart**.



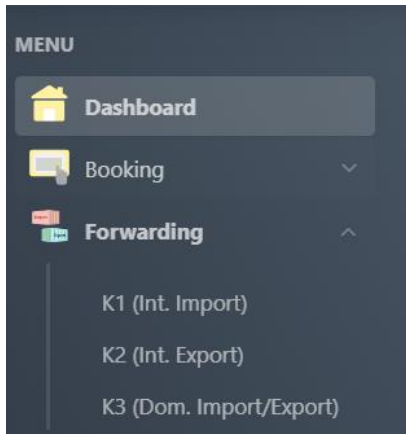
The screenshot shows a service selection interface with a progress bar at the top indicating four steps. Step 3 is highlighted. Below the progress bar is a table with columns: Service, Service Name, Quantity/Percent, and Amount. The table lists four services: Insurance, Manpower, Box Wrapping, and Product Checking. Each service has a checkbox, a service icon, a quantity/percentage input field, and an amount.

<input type="checkbox"/>	Service	Service Name	Quantity/Percent	Amount
<input checked="" type="checkbox"/>	Insurance		5.00%	RM
<input checked="" type="checkbox"/>	Manpower		<input type="text" value="1"/>	RM 50.00
<input checked="" type="checkbox"/>	Box Wrapping		<input type="text" value="1"/>	RM 3.00
<input checked="" type="checkbox"/>	Product Checking		Fixed Price	RM 50.00

Step 4 shows your booking is successfully added to the Cart for **Door to Door** booking.



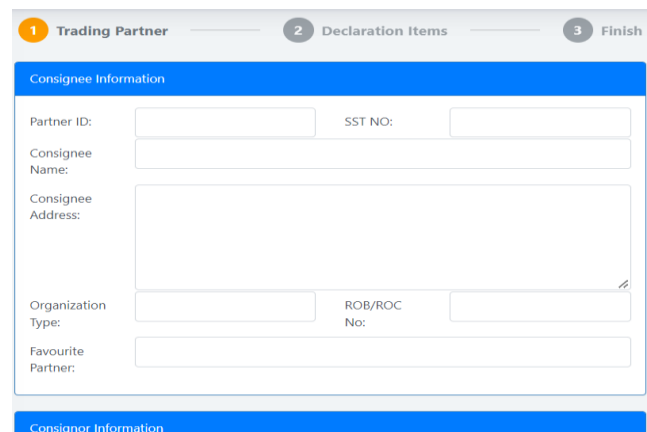
D) Forwarding Services.



Click on the following preferred services, **Forwarding**:

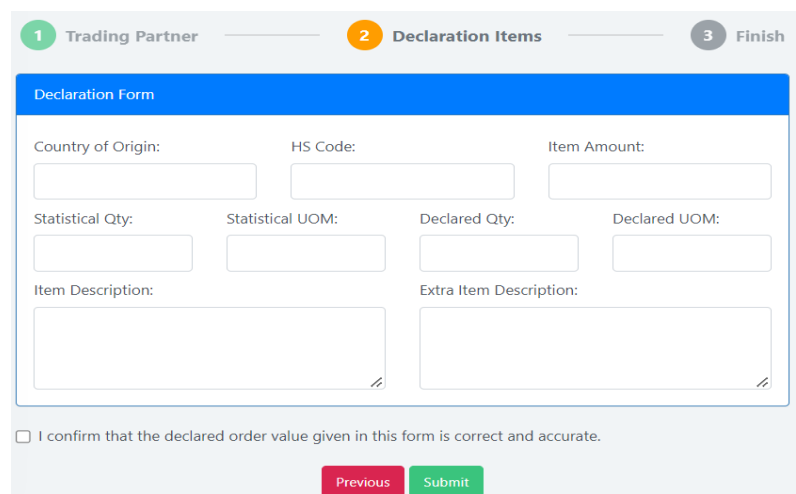
- **K1 (Int. Import)**
- **K2 (Int. Export)**
- **K3 (Dom. Import/Export)**

Step 1: Fill in the details for **Trading Partner** (Consignee Information, Consignor Information, Shipping Agent Information, Declarant Information).



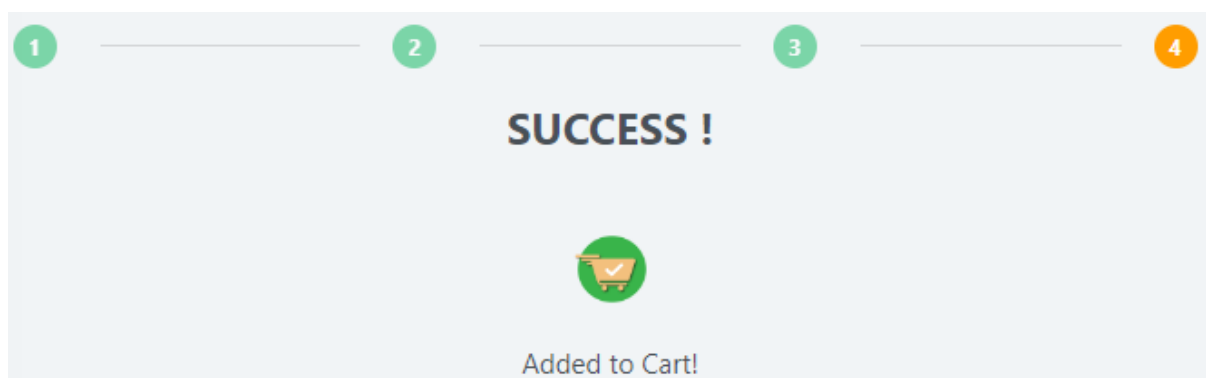
The form is titled 'Trading Partner' and is part of a three-step process (1, 2, 3). It contains two main sections: 'Consignee Information' and 'Consignor Information'. The 'Consignee Information' section includes fields for Partner ID, SST NO, Consignee Name, Consignee Address, Organization Type, ROB/ROC No, and Favourite Partner. The 'Consignor Information' section is partially visible at the bottom.

Step 2: Declaration Items (check/confirm your details), then click **Submit**.

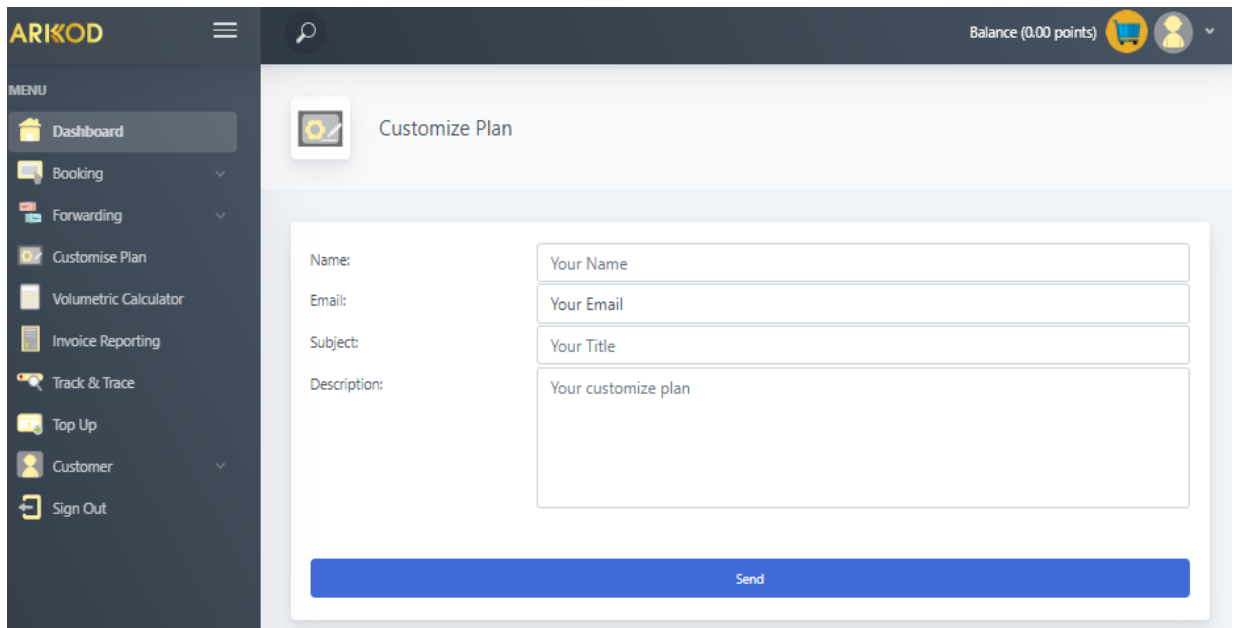


The form is titled 'Declaration Form' and is part of a three-step process (1, 2, 3). It contains fields for Country of Origin, HS Code, Item Amount, Statistical Qty, Statistical UOM, Declared Qty, Declared UOM, Item Description, and Extra Item Description. At the bottom, there is a checkbox for 'I confirm that the declared order value given in this form is correct and accurate.' and two buttons: 'Previous' and 'Submit'.

Step 3 will show **"Success"** indicating that the form has been submitted



E) Customize Plan



ARKOD

Balance (0.00 points)

MENU

- Dashboard
- Booking
- Forwarding
- Customise Plan
- Volumetric Calculator
- Invoice Reporting
- Track & Trace
- Top Up
- Customer
- Sign Out

Customize Plan

Name: Your Name

Email: Your Email

Subject: Your Title

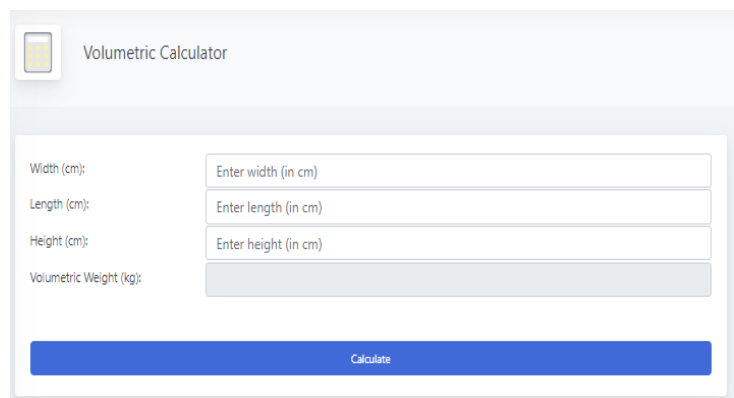
Description: Your customize plan

Send

On the **Dashboard** menu option, click **Customize Plan**. Next, fill in your information & desire delivery plan (**Subject & Description**). After clicking **Send**, ARKOD team will get in touch for the arrangement process.

F) Volumetric Calculator

Fill in your parcel dimensions (length, width & height). It is a tool to assist customers to estimate the parcel's weight (kg) through its dimensions and length.



Volumetric Calculator

Width (cm): Enter width (in cm)

Length (cm): Enter length (in cm)

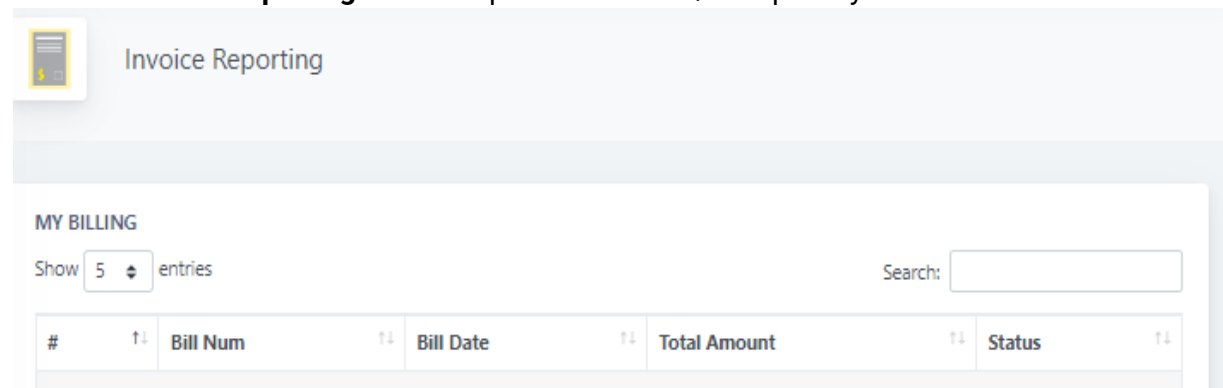
Height (cm): Enter height (in cm)

Volumetric Weight (kg):

Calculate

G) Invoice Reporting

Click on **Invoice Reporting** to view & print the invoice/receipt for your reference.



Invoice Reporting

MY BILLING

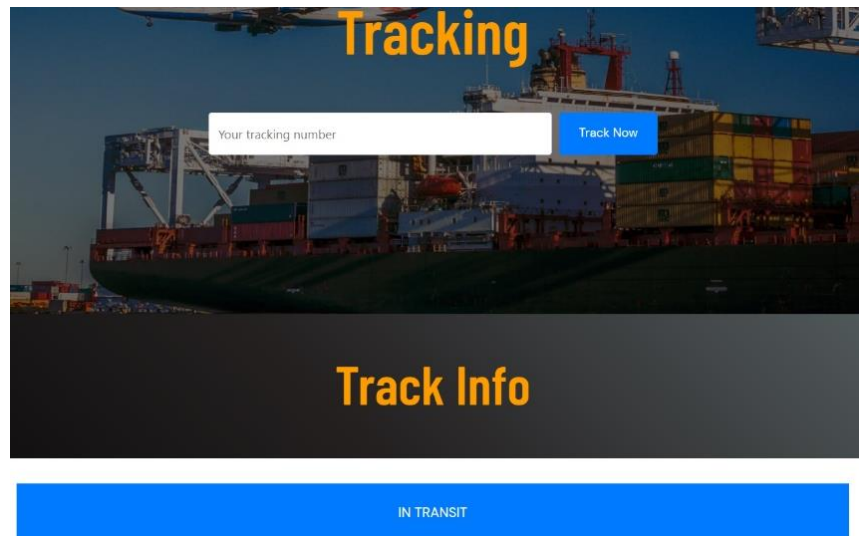
Show 5 entries

Search:

#	Bill Num	Bill Date	Total Amount	Status

H) Track & Trace

Key in your tracking number. It is a tool to show the location status of the parcel during the transportation/delivery process.



Booking status indicator

In Progress : Your booking request is being processed for the pick-up schedule.

To Pick up : The driver or pick-up person is being assigned to get the item from your location with a confirmed time & date.


To Receive : The item is on the way to be delivered or collected at the assigned location.




Delivered : The item is successfully received by the receiver.

Cancelled : Booking request cancelled.

Accident : Courier is found to be at fault or due to any beyond circumstances such as (weather, traffic conditions, store loading and wait times, and other unexpected barriers to loading or unloading).


I) Top-Up


Credit Top Up (0.00 points)






Amount (RM):


*RM 1 equivalent to 10 points



ONLINE BANKING



DEBIT & CREDIT CARD



E-WALLET

CREDIT HISTORY

Show entries Search:

#	Points	Balance	Date

Step 1: Click the **Top-Up** option and it will direct you to the **Credit Top-Up** section.

Step 2: Next, enter your preferred top-up amount (please refer to the minimum top-up amount).

Step 3: Choose Payment Method:

(Online Banking, Debit & Credit Card (Visa or FPX) or E-Wallet).














If you choose Debit & Credit Card. You will be directed to the **senangPay** payment gateway.

Step 4: Fill in your contact information.

Step 5: Click **PAY** to proceed with the payment.

Step 6: After successful payment. You can view your new ARKOD credit amount **"Balance (x.xx points)"** at the upper right corner of your Dashboard.

List of Prohibited Items

Prohibited Items		Delivery / Service will not be available for all items listed.		ARIKOD	
	Item that exceeds our size specification (cm). *allowed size specification: 100 x 150 x 160 (L x H x W) 150 x 120 x 120 (L x H x W) 160 x 80 x 80 (L x H x W)		Poisonous or Corrosive Substances (acid / alkali substances, mercury or wet cell batteries).		
	Firearms, Weapons or Sharp Metal Objects.		Radioactive Materials (Cobalt, Iodine, Radium, Plutonium, etc).		
	Explosive/Flammable Items (fireworks, flare guns, high quantity of aerosol, fuel, lighter fluid).		Personal Bank Cards or any confidential documents.		
	Alcohol, Illegal Drugs, Narcotics, Tobacco, Marijuana.		Stolen Items and Counterfeit Products (CDs, DVDs and VCDs).		
	Oxidizing Materials (peroxides, bleaching agents).		High-Value Items (jewellery, gold, precious metal, etc).		
	Living Things (alive / artefacts; plant, human or animal).		Pornographic or Obscene Materials.		
			Perishable Items (industrial waste, organic, food, etc).		

Packaging Guidelines

ARIKOD

Tips For Packaging

To provide protection & ensure your parcel is in good condition before & after delivery.

1. External Packaging

Cover 100% of the parcel (conceal/carton box, bubble wrap, shrink-wrap).

2. Internal Packaging

Snuggly or tightly pack the item (fill up between or empty spaces with kraft paper/foam sheets/air pillow/packing peanuts etc.)

3. Irregular Packaging

Place the item in a large box & fill up the empty spaces/pack it tightly with styrofoam ball/foam sheets etc.

4. Fragile Items

Wrap the item individually with bubble wrap/foam sheets to prevent the item from shifting/moving during transporting (glassware, ceramics, porcelain).
Label with Fragile sticker.

5. Electronic Devices

Power off the devices and remove the batteries if possible.
Wrap the devices with corrugated boxes/foam sheets, etc. to prevent them from falling impact or dent.

6. Bottles & Liquids

Upright position with tightly sealed.
Wrap with extra foam/cushion and plastic seal individually to prevent spillage.
Label with Fragile & Upright sticker.

7. Clothing

Fold neatly to minimise wrinkling & pack in envelopes/boxes with extra plastic seals to prevent it from wet.

8. Perishables

Ensure the packaging is waterproof /sealed in insulated containers to prevent leakage or moisture conditions.

9. Proper Labelling












- Breakable Items must be labelled with Fragile stickers.
- Upright label shows the right orientation for handling the items.
- Handle With Caution / Customer's Remark
- Delivery Address/Waybill label should be clearly/visibly displayed.

More Information About What We Do?

List Of ARKOD Services

1. Door to Door

Door to Door describes a delivery process of products from the sender or seller's warehouse to the locations decided by the end customer. The goods, items or parcels will be picked from the sender and taken directly to the recipient at designated addresses within regions covered by our freight. ARKOD offer the best value delivery service for items & parcels 40 KG and above. For example:

What we can Ship?			
Item list above 40 KG			
Electronic appliances & devices	Sound & Audio Devices	Car Parts & Accessories	Household Goods
			
Kitchenware	Food & Beverage Supplies	Gardening Items	Cleaning Agents
			
Healthy & Beauty Products	Sport Items	Furniture	Multiple Items in ONE Shipment
			

2. Forwarding

Forwarding service handles shipping or transportation using varieties of modes such as air, sea, land or railway across regional areas, countries or the globe. This method of shipping is usually used to fulfil B2B (Business to Business) shipment or delivery through arrangements made for importing and exporting goods for clients or sellers.

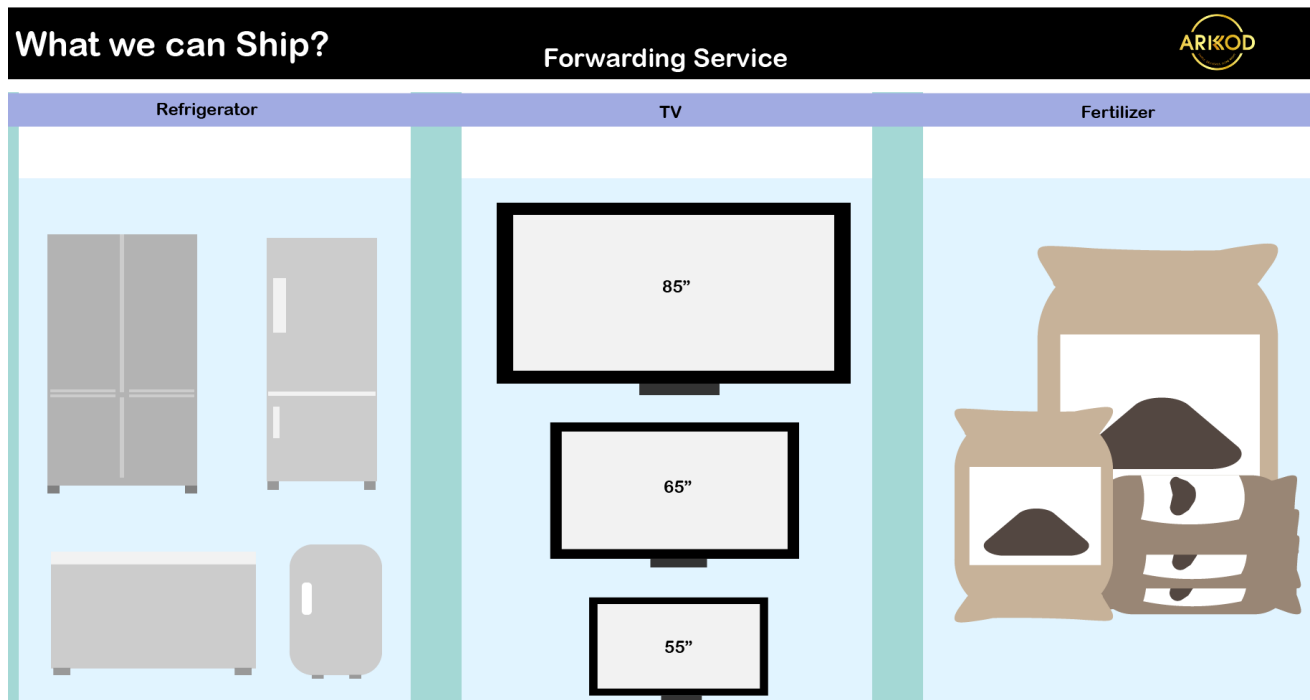
Custom Form Information:

K1: International Import for both dutiable & non-dutiable goods.

K2: International Export for both dutiable & non-dutiable goods.

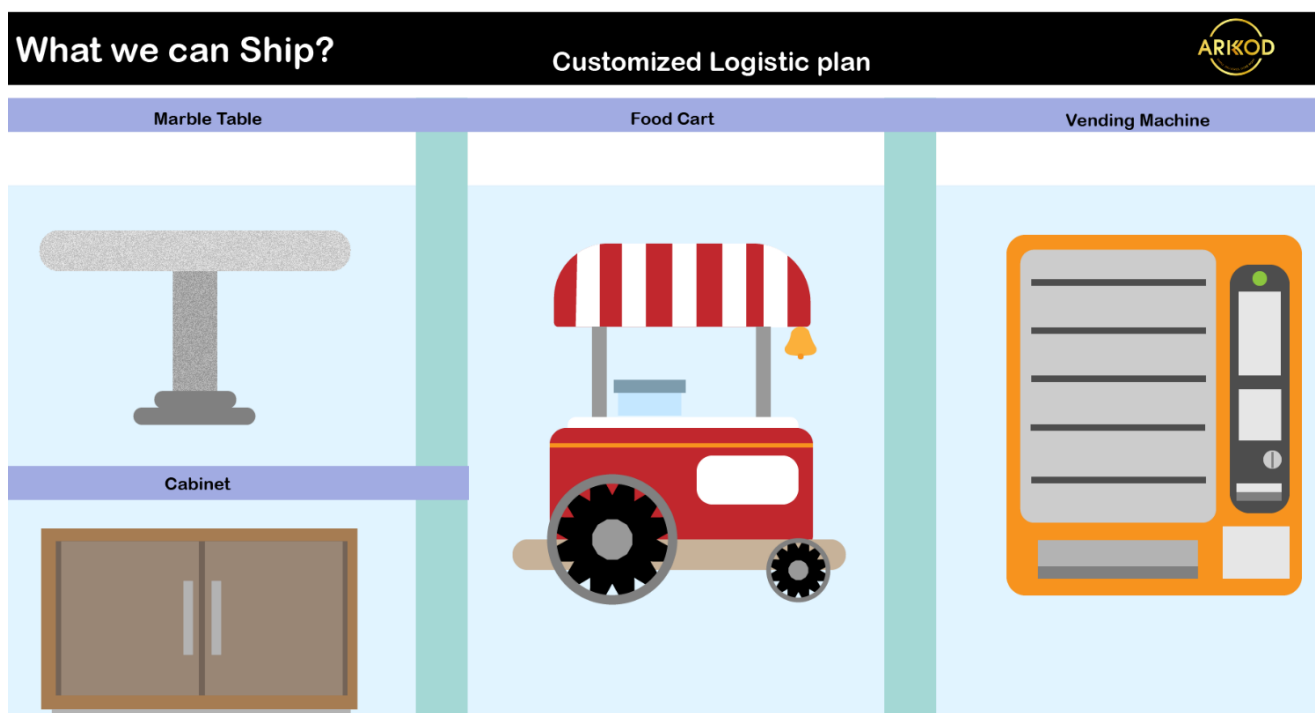
K3: Domestic Import and Export (within Malaysia) for both dutiable & non-dutiable goods.

Example of forwarding items ARKOD ship/deliver:



3. Customise Plan

Customise logistics plan refers to an on-demand shipping method for special deliveries with customers' or clients' specific requirements whether on a particular date, place or regarding the condition of the items. This involves delivering the items or parcels in bulk sizes, custom-made, personalised or in various dimensions. Example of customised items ARKOD ship/deliver:



Oversized & Overweight Goods Regulations

Oversized & Overweight Goods Regulations



Large or Oversized Parcel

Land or Sea freight for any package that does not exceed these specifications:

- ✓ ≤ 100 (L) x 150 (H) x 160 (W) cm
- ✓ ≤ 160 (L) x 80 (H) x 80 (W) cm

Actual Weight 40 – 90 Kg

Eg: Speaker, TV, Washing Machine, Chair, Car Rim, ect.

Cargo Sized or Customised Parcel

Land or Sea freight for any package that exceeds the mentioned specifications.

You can opt for “Customize Logistics Service”

Eg: Food Cart, Vending Machine, Commercial Chest Freezer,
Marble Table, ect.