

# BLUEBOX



## 新马须知 派送流程一本通

### Cold Chain Delivery Guideline Malaysia & Singapore

# Pre-Delivery Guide

## 派送前须知



### SIZE CHART 尺寸表

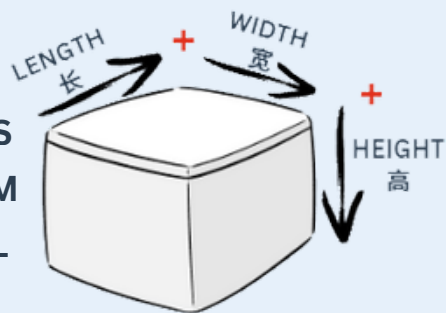
| SIZE<br>尺寸 | WEIGHT<br>重量 | LENGTH + WIDTH + HEIGHT<br>长 + 宽 + 高 |
|------------|--------------|--------------------------------------|
| <b>S</b>   | < 10 KG      | 90CM - 109 CM                        |
| <b>M</b>   | < 20 KG      | 110CM - 129 CM                       |
| <b>L</b>   | < 30 KG      | 130CM - 149 CM                       |

Ex 例:

$$42 + 21 + 33 = 96\text{cm} = \text{S}$$

$$58 + 30 + 34 = 122\text{cm} = \text{M}$$

$$62 + 32 + 40 = 134\text{cm} = \text{L}$$



Our charge is calculated based on actual weight (KG) or box size, whichever is greater.



我们的收费将根据实际重量（公斤）或箱子尺寸，取其较高者计算。

### SIZE & WEIGHT MNEMONIC

#### 尺寸重量小口诀

S-box is up to ten,

M-box reaches twenty, then.

L-box tops at thirty weight,

Beyond that, add more to rate.

S箱不超十公斤，

M箱二十正合心，

L箱最多三十顶，

超重就得再加金。

When size and weight don't quite match,

We'll go with the biggest — that's the catch.

If it's over the limit, don't stress,

The fee's doubled, but we'll handle the mess!

尺寸重量若不齐，

取最大件来定理，

超重超大不容议，

运费双倍照常计。

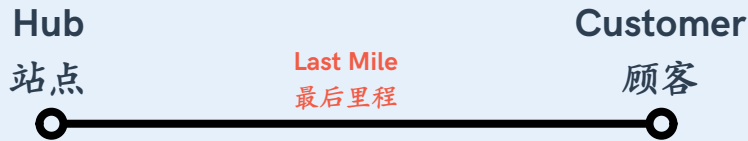
# Delivery Policy 派送政策



## DELIVERY METHOD 派送方式

 For last mile delivery, 80% of our trucks are refrigerated, 20% are non-refrigerated, depending on area coverage, driver schedules, and vehicle availability.

 最后里程派送: 80% 冷冻货车, 20% 普通货车, 视地区、司机排班和车辆状况而定。



*"Last mile" is the final step of delivery, from a local hub to the customer's doorstep.*

*"最后里程派送" 是指从本地站点到顾客门口的最后一段送货过程。*

## DELIVERY HOURS 派送时间段

- Usual delivery time: 7:00 AM - 7:00 PM
- During busy seasons: May extend to 9:00 - 11:00 PM or next day delivery.
- 日常派送时间: 早上7点至晚上7点。
- 旺季可能延长至晚上9-11点, 或隔天送达。

 Please note: We will try our best to deliver on time, but traffic or unforeseen issues may cause delays. Please inform your customers with a time range, not a fixed time. If we can't deliver exactly within the informed time, please allow the driver some time to arrange delivery as soon as possible.

 温馨提醒: 我们将尽力准时派送, 但交通或突发状况可能导致延误。建议告知客户时间范围而非固定时间。若无法在通知时间内送达, 请允许司机一点时间尽快安排派送。

# Pickup Policy 取货政策



## PICK-UP HOURS 取货时间段

|                                                                                                                  |                               |                                               |
|------------------------------------------------------------------------------------------------------------------|-------------------------------|-----------------------------------------------|
| Kuala Lumpur/ Selangor 吉隆坡/雪兰莪<br>Bagan Datok, Hutan Melintang<br>巴甘达多县、半港                                       | Sunday to Friday<br>礼拜 至 拜五   | 6:00 PM - 12:00 AM                            |
| Kajang / Semenyih / Cyberjaya / Putrajaya / Dengkil / Bangi / Hulu Langat<br>加影 / 士毛月 / 赛城 / 布城 / 龙溪 / 万宜 / 乌鲁冷岳 |                               | No pick-up service temporarily<br>暂无取货服务      |
| Kedah, Kuantan, Karak (Pahang)<br>吉打州, 关丹市, 加叻 (彭亨州)                                                             | Monday to Friday<br>拜一 至 拜五   | 7:30 AM - 9:30 AM<br>Inform 1 day ahead 一天前通知 |
| Penang<br>槟城州                                                                                                    | Monday to Friday<br>拜一 至 拜五   | 3:00 PM - 10:00 PM                            |
| Negeri Sembilan, Northern Johor<br>森美兰州, 柔佛北部                                                                    | Mon, Wed & Fri<br>拜一, 拜三, 拜五  | 12:00 PM - 7:00 PM                            |
| Southern Johor<br>柔佛南部                                                                                           | Monday to Saturday<br>拜一 至 拜六 | 3:00 PM - 12:00 AM                            |
| Ipoh, Pantai Remis, Setiawan (Perak)<br>怡保, 班台、实达湾、(霹雳州)                                                         | Monday to Friday<br>拜一 至 拜五   | Check with PIC<br>与负责人查询                      |
| Kurau / Tanjung Piandang / Taiping / Bagan Serai / Parit Buntar<br>古楼/ 角头 / 太平 / 峇眼色海 / 巴里文打                     | Mon, Wed & Fri<br>拜一, 拜三, 拜五  | Check with PIC<br>与负责人查询                      |

Confirm pickup address with PIC before collection.  
(T&C apply)

请在取货前与负责人确认地址 (须符合条规)

## PICK-UP REQUIREMENT 取货条件

- Over 5-10 boxes, We'll arrange cold truck pickup.  
超过 5-10 箱, 我们会安排冷链货车上门取货。
- Below 5-10 boxes, We'll charge additional RM25/ trip.  
少于 5-10 箱, 我们会需额外收取 RM25/ 趟取货费。

## DROP POINT CUT-OFF TIME 寄货点截止时间段

- Depends on each drop-off point. Please reconfirm with the person in charge.  
根据每个寄货点的安排, 请与负责人确认具体时间。  
*If the pickup address is unavailable or you'd prefer not to pay the pickup fee, you can drop off at the nearest point.*  
如果取货地址不在服务范围内, 或您不愿支付取货费用, 可以选择将货物送至最近的寄货点。

# Pre-Delivery Guide

## 派送前须知



| WHAT TO DO 必要步骤                                                                                   | WHY IT MATTERS 为什么                                                          | DESCRIPTION 补充说明                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Use Polyfoam Boxes<br>建议使用保丽龙/ 泡沫箱                                                                | To ensure temperature stability.<br>确保温度稳定。                                 | <i>Drivers make minimum 30-40 stops daily, often in housing areas. Frequent door openings may cause cold air loss and temperature changes.</i><br>司机每天派送最少30-40个地址，频繁开门易导致冷气流失，温度波动。 |
| Seal box tightly<br>务必密封箱子                                                                        | To prevent cold air from escaping.<br>防止冷气流失。                               |                                                                                                                                                                                      |
| Add enough cooling materials<br>(dry ice, ice cube or ice packs)<br>放入足够的冷却物质<br>(干冰、冰块或冰袋)       | To maintain low temperature inside the box<br>保持箱内温度稳定                      | <i>Polyfoam boxes need 2-3 days for cool air to penetrate, even in cold storage or frozen trucks.</i><br>即使在冷库或冷冻货车内，保丽龙箱也需2-3天才能冷透。                                                 |
| Fill up empty spaces in box<br>确保箱内空隙填满                                                           |                                                                             |                                                                                                                                                                                      |
| Ensure the DO label with QR code is attached on the short side of the box.<br>带二维码的 DO 标签贴在箱子的短边。 | For easy scanning, as boxes are stacked during sorting.<br>便于扫描，因箱子堆叠时扫描困难。 | <i>If the DO label is damaged or unreadable, we may have difficulty locating your box during sorting.</i><br>如果 DO 标签损坏或无法识别，我们在分拣时可能难以找到您的箱子。                                       |
| Protect DO Label with transparent tape<br>DO 标签贴用透明胶带保护                                           | To avoid moisture affecting the scan<br>防止潮气影响扫描。                           |                                                                                                                                                                                      |