



Information Pack



When time is of the essence, MASkargo customers can opt for MASlift, a premium air freight service that guarantees uplift or your money back.

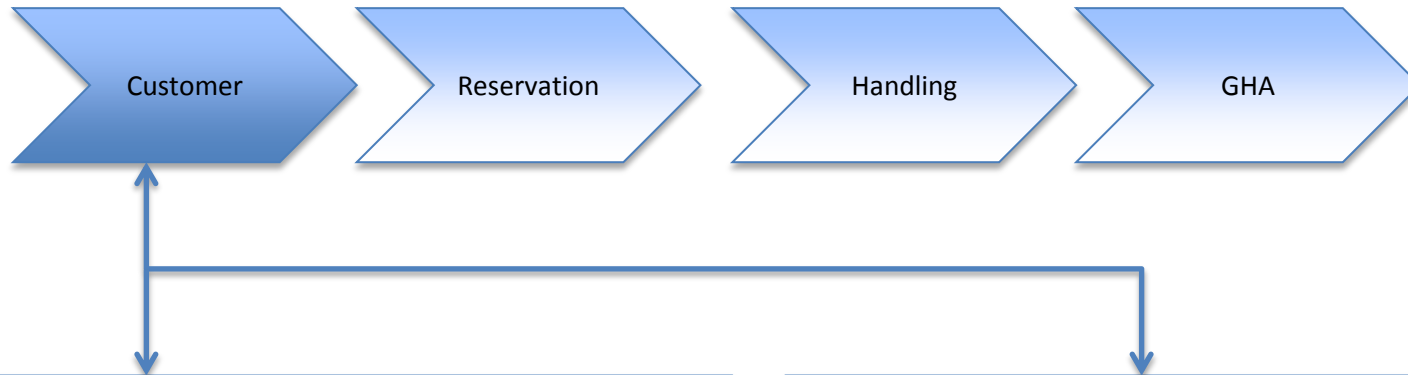


Product Information

		Remarks
1	New Services	Product : MASlift Special Handling Code : MEX
2	Product Features	Guaranteed Uplift No Part-Shipment Uplift
3	Trade Lane	Worldwide on MH Network (Online Station)
4	Money Back Guarantee	Yes, subject to terms and condition
5	Weight	No Limit
6	Flight Schedule	Applicable on Belly Space and Freighter
7	Submission Time	Minimum Four (4) Hours Prior to Booked Flight



Process for Malaysia Station

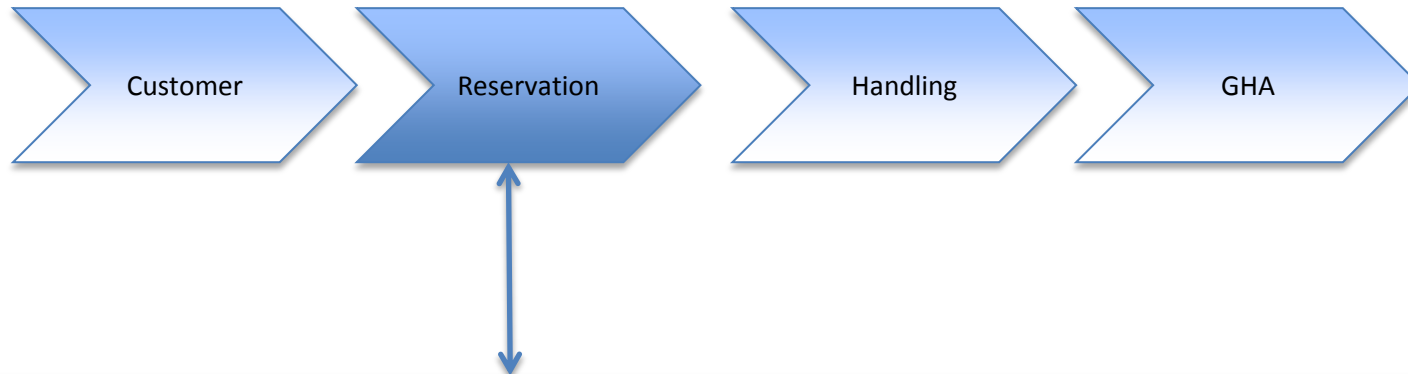


1. Contact details for manual booking
 - +603 8777 1888 / 2127
(24 hours Acceptance Counter)
2. Customers will need to specify the shipment as MASlift during the booking.

1. Bookings can be done via CCN (e-booking)
2. Customers will need to key in MEX in the CCN system, the special handling code for MASlift shipments.



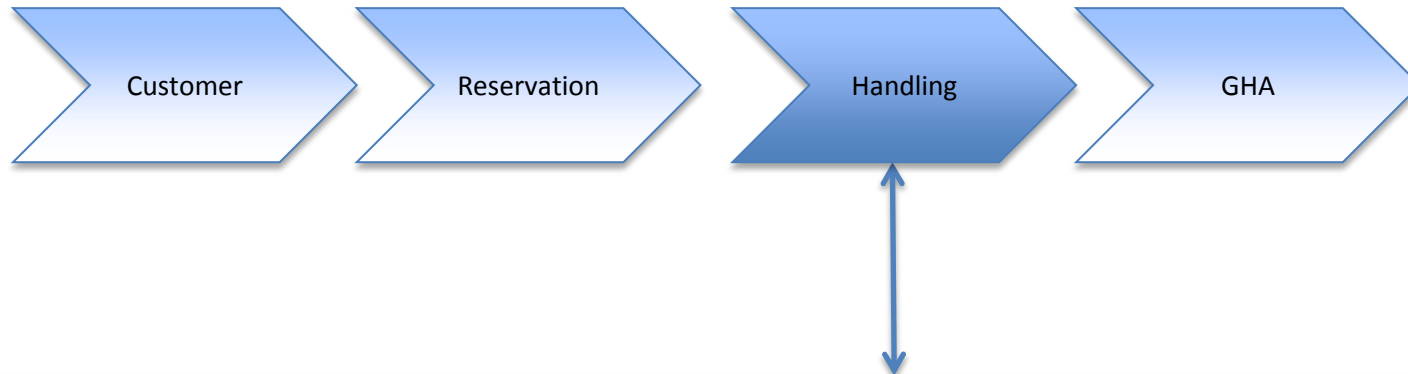
Process for Malaysia Station



1. The reservation team will ensure booking is confirmed with the correct Special Handling Code (SPCO) and Marketing Code
2. Loading plan for the shipment is prepared and guaranteed uplift on booked flight



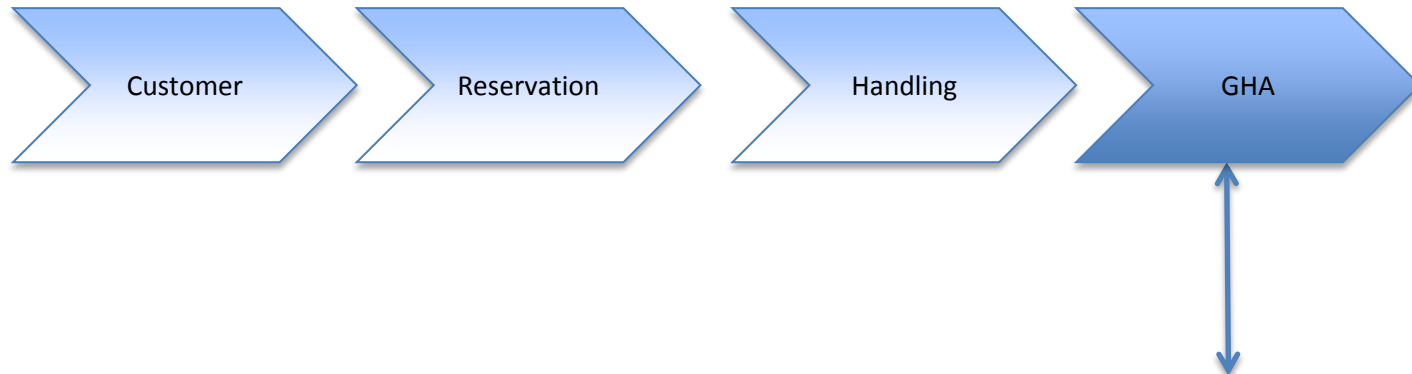
Process for Malaysia Station



1. MASlift cargo acceptance is 4 hours prior to booked flight
2. Priority Uplift Sticker will be affixed to cargo.
3. Customers will receive an update once cargo is uplifted on booked flight



Process for Malaysia Station



1. Cargo destination will receive a pre-alert on incoming MASlift shipment so that immediate handling is carried out upon arrival
2. Documents are processed
3. Cargo release is subject to custom clearance and delivery is based on Service Level Agreement



THANK YOU