

**BEST PRACTICES ON E-DELIVERY ORDER (E-DO) / DELIVERY  
ORDER (DO) RELEASE IN PORT KLANG**

Shipping Lines / Agents / NVOCCs shall release e-DO / DO **within one (1) hour**, subject to compliance of the following:

- i. **Bill of Lading (BL)**
  - a. Properly endorsed original Bill of Lading submitted; or
  - b. Bill of Lading surrendered to the Shipping Line at Port of Loading supported by a copy of the confirmed email from the Shipping Line at the Port of Loading.
  
- ii. **Payment**
  - a. Zero outstanding payment; and
  - b. Settled all Shipping Landside Charges for the respective shipment.
  
- iii. **Letter of Indemnity (LOI)** (hardcopy / softcopy) from Consignee using Consignee's company letterhead submitted; when required.
  
- iv. **Application during working hours only** (9.00 am to 5.00 pm), excluding lunch hour. (1.00 pm to 2.00 pm)

Note:

1. The proposed KPI of releasing e-DO/DO within one (1) hour is not applicable in the event of any disputes (i.e.: charges) on the current shipment or changes in BL terms and conditions (i.e.: changes to Consignee, notifying party, cargo description, weight and volume).
2. The KPI of releasing e-DO/DO is applicable despite dispute registered with the Dispute Resolution Committee (DRC) for a previous shipment involving the same Consignee.