

# WALK IN CUSTOMER

## PROCESS FLOW

**01**  
STEP

### LOG IN

Log in or Sign Up as a new member

**02**  
STEP

### QUOTATION

Fill in the online form via <https://fly.maskargo.com>

**03**  
STEP

### PRICE ESTIMATION

- Receive price estimation (subject to change upon weighing and screening of cargo)  
- All prices indicated are net prices and are EXCLUSIVE of any taxes, customs duties and fees. Such taxes, customs duties and fees shall be borne by the Customer.

**04**  
STEP

### BOOKING

- Select your preferred flight and fill in the Shipper and Consignee details  
- Confirm your booking and make the payment with your debit/credit card  
- Do ensure you have read and understood the Terms and Conditions  
- Booking is not confirmed until notified via email  
- Upon confirmation, print the booking confirmation email (with AWB number)

**05**  
STEP

### DOCUMENTS REQUIRED

You will need to complete and bring necessary documents (if any) along with the booking confirmation, and bring them during cargo submission

**06**  
STEP

### PACKING INFORMATION

Ensure your cargo is packed appropriately, based on the guidelines stated on the first page during booking (i.e. in the section "What you should know")

**07**  
STEP

### SUBMISSION

Bring your cargo to the respective counter for weighing and scanning

**08**  
STEP

### CUSTOMS ENDORSEMENT

You will need to do your own customs clearance. You will be guided on this during submission/acceptance. Additional charges may apply, and shall be borne by the customer.

**09**  
STEP

### PAYMENT

After customs clearance, return to the respective submission counter to make the payment.

*Please ensure that you have read and understood the Important Information before proceeding with the booking (this appears as a pop up upon booking), and have acknowledged and accepted our Terms and Conditions.*

## Location for Cargo Submission Based on Cargo Type

| Commodity Type  | Counter                   | Location             | Contact No.  |
|---|---------------------------|----------------------|--------------|
| <ul style="list-style-type: none"> <li>General cargo (eg: personal effects etc.)</li> </ul> | Export Acceptance Counter | Core 1, G Floor, ACC | 03-8777 1888 |

## Map to MAB Kargo via Customs Entry

