

# COMPANY PROFILE

of

## OVERSEAS COURIER SERVICES (M) SDN BHD



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## **BACKGROUND**

Overseas Courier Services (M) Sdn Bhd is an international courier company (established since 1957), with the HQ in Singapore and branches all over major cities / town in Malaysia. The company's line of business includes delivering individual/corporate addressed documents, parcels and packages of local, national and international shipments.

### **Services:-**

- **Next Day Delivery Service**

Door to door delivery within 24 hours in coverage areas of Malaysia.

- **Bulk Shipment Service**

Door to door delivery of heavy and bulky shipment within coverage areas of Malaysia.

- **Reverse Charge Service**

Upon request by customers for the arrangement to pick up their valuable shipment from third party and have it delivered back to the shipper.

- **Standard Pick-up**

Upon request, daily pickup can be arranged for customers who require daily pickup.

### **Facilities:-**

- Fleet of vehicles attending to heavy and bulky shipments.
- Ordering of pre-printed consignment notes via OCS website.
- Online tracking of shipment delivery status is available via OCS website.
- Proof of delivery copy can be either email or download from OCS website.
- Warehouse located at KLIA for shipment storage during transit.
- Cargo license/permit for import and export of international shipments and shipment clearance at Free Trade Zone area.

## **Company Strategy**

- **Purpose** – To be a leader in the courier service industry by providing enhanced services, relationship and profitability.
- **Vision** – To provide good quality services that exceeds the expectations of our customers.
- **Mission Statement** – To build long term relationships with our customers and clients and provide exceptional customer services by pursuing business through innovation and advanced technology.
- **Core values** – We believe in treating our customers with respect and faith. We grow through creativity and innovation. We integrate honesty, integrity and business ethics into all aspects of our business processes.
- **Goals** – Regional expansion in the field courier management and develop a strong base of key customers. Increase the assets and investments of the company to support the development of services. To build good reputation in the field of courier service management and become a key player in the courier service industry.