

# SIEMENS

(Supplier)  
(Name)  
(Address)

(City/State/Country)(ZIP code)

Name  
Department  
Telephone  
Fax  
E-Mail:

Your address  
Our emblem

Date

## **TRANSPORT GUIDELINES – 01.2026 – Version 21** **Routing order – Imports from Malaysia**

Ladies and Gentlemen,

The following conditions apply for goods specified in supplier conditions as „EX Works / FCA / FOB”.

### **GENERALLY:**

Please note that,

- Our order number must be noted in the transport documents.
- Transport costs billed per invoice will not be accepted.
- For shipments classified as EXW or FCA the forwarder needs to get the ORGID of the ordering Siemens entity and the SOR (“Siemens Organizational Reference”; e.g. the cost center) for his freight invoices.

**For shipments containing dangerous goods you are responsible to transfer the necessary legally required dangerous goods data to the freight forwarder when placing the order. You are also responsible for packing, marking, labelling etc. in compliance with the regulation relevant to the used transport mode(s)."**

**If this rule is not observed, the additional freight and administrative costs will be billed.**

### **CAUTION:**

- Shipments outlined in section 2.) can only be used if approved by the ordering Siemens department.
- If delivery is NOT from your country, please get instruction from us when choosing the appropriate service provider.

## 1.) Standard deliveries:

a) For deliveries by **air freight** please use:

### **DHL GLOBAL FORWARDING (DHL)**

For the **initial contact** call

**Mr. Nor Faiza Ibrahim**

Phone: (+60) 380202362

Mail: [nor.ibrahim@dhl.com](mailto:nor.ibrahim@dhl.com)

The named contact person will organize the first pickup and will then establish future contact to the nearest DHL office.

It is important to notify DHL about shipments on time in order to ensure a fluent process.

b) For deliveries by **sea freight** please use:

### **DHL GLOBAL FORWARDING (DHL)**

For the **initial contact** call

**Ms. Gowri Muniyande**

Key Account Manager

E-Mail: [gowri.muniyande@dhl.com](mailto:gowri.muniyande@dhl.com)

The forwarder will arrange the initial pickup and then coordinate future shipments through the nearest branch. Timely notification of shipments is essential to ensure a smooth process.

## 2.) Express deliveries/ Time definite deliveries up to 70 kg (pre 09/12:00h):

### **In exceptions > 70 kg:**

- 300 kg maximum per package
- Length x width x height in cm: 300 x 120 x 160 per package

Please use **DHL Express**.

For the **initial contact DHL** is available as follows:

**E-Mail: [de.Siemens@dhl.com](mailto:de.Siemens@dhl.com)**

CS Hotline: 0228 902435 – 27( SRZ)

International : +60-3-7964 2800

Contact Centre is located in Kul-Co (Country Office) and the only CS site for DHL MY

Mon - Fri Call centre operates 24/7

Sat Call centre operates 24/7

Sun Call centre operates 24/7

Time definite deliveries need to be approved by the ordering Siemens entity.

Please note the DHL account number of the paying (receiving) Siemens entity on the DHL waybill. If applicable please ask the demand carrier for the relevant DHL account number. In addition the Siemens PO# must be included to the waybill # under "Reference" field.

Please quote at intra-community shipments (EU) the service option „ECX“. For documents from third countries please quote principally "DOX", resp. At dutiable shipments from third countries always "WPX".

Sincerely yours