



## CLAP.MY PAYMENT CHANNEL for Malaysian logistics industry

**eFeedback**

Branch \*  
PORT KLANG

Business Type \*  
- Select your business type -

CLA Account No  
Q00124

Contact Email \*

Contact Email

Reason \*  
- Choose your reason -

Company Name \*  
ABCD Sdn Bhd

Your Name \*  
Your Name

Remarks \*

Remarks

Supporting Documents  
Choose File No file chosen

Any document that supports your claim. (Images / pdf and not exceeding 3mb file size)

Submit Close

## What is eFeedback?

It is a continuous cycle of communication between CLAP and customers; from the time ticket is submitted till ticket closure

There are 2 options to submit query/request via eFeedback:

1. eFeedback without login – this is for customers without CLAP login access/credentials
2. eFeedback with login – customer is able to select the respective invoice and submit their query/request

Your valuable feedback will drive continuous improvement

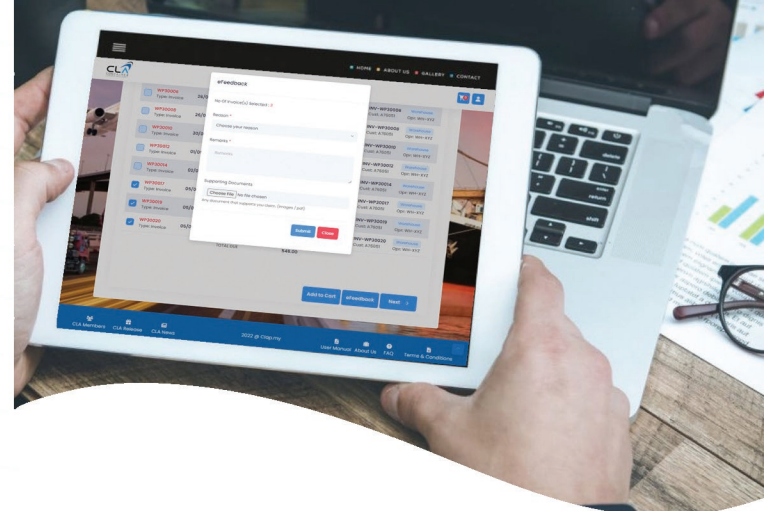
## Why should use eFeedback?

eFeedback is designed to improve customer experience by;

- » Providing timely response – an acknowledgement will be triggered to customer by CLAP upon submission of query/request
- » Realtime tracking of ticket status – User is able to view ticket status (Submitted, Processing, Closed) by login to [www.clap.my](http://www.clap.my)
- » One stop solution - Users may submit request or queries related to CLAP, Invoice, etc. via eFeedback and the ticket will be followed thru till resolution and closure



**D&D Control (M) Sdn Bhd**  
Helpdesk : +603 3853 0300  
Support hours : Mon - Fri (9am - 6pm)



**Over 2,891 companies**  
representing Freight Forwarders,  
Forwarding Agents and Importers  
have registered

**6,419 users**  
are actively transacting in CLA Portal

**Over 816 eFeedback have been  
transacted online**





## How it WORKS

# CLA PORTAL

A secured portal for Payment Channel

## Scenario 1 - eFeedback without login

## Scenario 2 - eFeedback with login

**CONTAINER LEDGER ACCOUNT PORTAL**  
Welcome to CLA Portal, we simplify your financial transactions.

**USER LOGIN**

C-PKG-A76051

.....

Select Branch

Login

Remember Me Forgot Password?

Don't have an account? Please Sign Up

**WHAT IS E-FEEDBACK?**  
"Customer Satisfaction Survey"

Explore

**ACTIVE COMPANIES**  
2,891

**ACTIVE USERS**  
6,419

CLA Members CLA Release CLA News

**1** Click on eFeedback

**2** Fill in the details

**3** Submit

Upon submission, notification will be triggered to the 'Contact Email' address

**eFeedback**

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Business Type \* - Select your business type -

CLA Account No Q00124

Contact Email \* Contact Email

Reason \* - Choose your reason -

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Your Name \* Your Name

Remarks \* Remarks

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<https://www.clap.my>

**HOME** Dashboard & Summary

**PAYMENT** Pay for Invoice(s)

**REPORTS** Transaction History

**MARKETPLACE** Industry Solutions

**1** Choose Invoice(s)

Select invoice(s) and proceed

**2** Pay for Invoice(s)

Select pay via and amount

**3** Bank-in Details

Fill up bank-in info and proceed

Invoice No	Type	Invoice Date	Due Date	Amount	Invoice Details	Warehouse	Operator
WP30017	Type: Invoice	05/09/2022	10/09/2022	30.00	INV-WP30017 P.voy.: INV-WP30017	Warehouse	WH-XYZ
WP30019	Type: Invoice	05/09/2022	12/09/2022	20.00	INV-WP30019 P.voy.: INV-WP30019	Warehouse	WH-XYZ
<input checked="" type="checkbox"/> WP30020	Type: Invoice	05/09/2022	10/09/2022	30.00	INV-WP30020 P.voy.: INV-WP30020	Warehouse	WH-XYZ

TOTAL DUE 546.00

**3** Add to Cart eFeedback Next

**4** Fill in the details

**5** Submit

Upon submission, notification will be triggered to the registered email address

**eFeedback**

No Of Invoice(s) Selected: 1

Reason \* Choose your reason

Remarks \* Remarks

Supporting Documents

Choose File No file chosen

Any document that supports you claim. (images / pdf)

Submit Close

1. Click on Payment tab
2. Select invoice
3. Click on eFeedback
4. Fill in the details
5. Submit

BOOST CASH FLOW

SLASH EXPENSES

ENHANCE EFFICIENCY