

## SERVICE REQUEST FORM

**GENERAL NOTES:**

NO URGENT SERVICE FOR SELF RETRIEVAL, COLLECTION, MATERIAL SUPPLY, PERM-OUT OR DESTRUCTION  
SEPARATE WORK-ORDERS WILL BE CREATED FOR DIFFERENT TYPE OF SERVICES  
REGALIA OFFICE HOURS: MON-FRI; 9:00AM TO 5:00PM

(TEL) 603 7847 6755  
(IFAX) 603 2034 9464  
(FAX) 603 7848 3155  
EMAIL: cs@regalia.com.my

A. CUSTOMER INFORMATION <i>(Please complete in full to avoid delay)</i>			
ACCOUNT CODE:		COMPANY NAME:	
DATE OF REQUEST:		DATE OF SERVICE:	
REQUESTOR NAME:			
TELEPHONE NO: <small><i>(Preferably Direct Line)</i></small>		FAX NO:	
DELIVERY/COLLECTION ADDRESS:			

AUTHORISED BY (NAME) : .....

*Company Chop:*

SIGNATURE : .....

\*Signature here will be verified against the submitted Client Service Authorisation Form.

B. MATERIAL SUPPLIES	
TYPE OF MATERIAL	QUANTITY (pcs)
STANDARD CARTON - (16.5" L x 13" W x 11.5" H)	
UPSIZE CARTON- (20" L x 13" W x 15.5" H)	
PLAN CARTON - (43.5" L x 6" W x 6" H)	
BARCODE LABEL - (Replacement/Additional)	
SERIALISED TAMPER PROOF SEAL - (Plastic / Wired)	
PLASTIC LINER	
A4 CARTON - (16" L x 13" W x 10.5" H)	
A4 CARTON (TOP)	
A4 CARTON (BOTTOM)	

C. COLLECTION	
TYPE OF COLLECTION	QUANTITY (pcs)
NEW CARTON (S)/FILE (S)	
RETURN OF RETRIEVAL (S)	

D. RETRIEVAL SERVICES <i>(Please tick ✓ one only)</i>				
TICK (✓)	TYPE OF SERVICES	CUT-OFF TIME	DELIVERY COMMITMENT	MAX QTY PER DAY
	ROUTINE SERVICE	4.00PM	5.00PM ON THE NEXT WORKING DAY	80
	PRIORITY SERVICE	11.00AM	5.00PM ON THE SAME WORKING DAY	30
	URGENT SERVICE	1.00PM	WITHIN 4 HOURS ON THE SAME WORKING DAY	15
	SELF-RETRIEVAL	12.00PM	WITHIN 4 HOURS ON THE SAME WORKING DAY	20
	PERM-OUT	TO BE SCHEDULED		60
	DESTRUCTION	TO BE SCHEDULED		60

**CARTON /FILE BARCODE NUMBER** *( If columns are insufficient, you may insert additional attachment together with this form)*

1)	5)	9)	13)	17)
2)	6)	10)	14)	18)
3)	7)	11)	15)	19)
4)	8)	12)	16)	20)