

## Frequently Asked Questions about Network Problem within America Area

Please be advised that our local network within America regions was broken down, In order to provide valuable and continuous service, we post this FAQ for your better reference and will keep updating according to latest progress.

**1. Q: What is the scope of this network problem?**

A: The network failures affected areas include the United States, Canada, Panama, Argentina, Brazil, Peru, Chile and Uruguay.

**2. Q: What is the influence to the business?**

A: Our main business operation systems are performing stably. But Email systems in US, Canada, Panama and Peru are temporarily unavailable. Internet phone systems in US, Canada, and Panama are temporarily shut down.

**3. Q: Will the vessel operation be affected?**

A: All the vessels of our company are operating as normal.

**4. Q: How to submit booking request?**

A: You can still submit your booking request via our web-site or EDI channel. In addition, we will handle your booking as well if you sent you booking request to our temporary Email addresses as below:

|                        |  |
|------------------------|--|
| USA(except Long Beach) | <a href="mailto:naocexport@yahoo.com">naocexport@yahoo.com</a>           |
| USA(Long Beach)        | <a href="mailto:cosaglaxbooking@yahoo.com">cosaglaxbooking@yahoo.com</a> |
| Canada                 | <a href="mailto:ca-newbkg@coscon.com">ca-newbkg@coscon.com</a>           |
| Panama                 | <a href="mailto:panamamsd@gmail.com">panamamsd@gmail.com</a>             |
| Peru                   | <a href="mailto:cs.peru@coscon.com">cs.peru@coscon.com</a>               |
| Argentina              | <a href="mailto:expo@coscoshipping.com.ar">expo@coscoshipping.com.ar</a> |

However, submitting the booking request via website (<http://elines.coscoshipping.com/ebusiness/>) is highly recommended which makes more efficient.

**5. Q: Can we make HAZ and OOG booking?**

A: In the affected area, HAZ and OOG booking can be acceptable in Panama and Peru only.

**6. Q: How can we get the booking confirmation?**

A: Booking confirmation will still be generated and sent through the system as usual.

**7. Q: How to do booking amendment?**

A: During the network breakdown period, please send all the booking amendment requests to below temporary Email addresses:

|                        |  |
|------------------------|--|
| USA(except Long Beach) | <a href="mailto:naocexport@yahoo.com">naocexport@yahoo.com</a>                       |
| USA(Long Beach)        | <a href="mailto:cosaglaxbooking@yahoo.com">cosaglaxbooking@yahoo.com</a>             |
| Canada                 | <a href="mailto:ca-newbkg@coscon.com">ca-newbkg@coscon.com</a>                       |
|                        | <a href="mailto:cslca-bkg-amendment@hotmail.com">cslca-bkg-amendment@hotmail.com</a> |

|           |  |
|-----------|--|
| Panama    | <a href="mailto:panamamsd@gmail.com">panamamsd@gmail.com</a>             |
| Argentina | <a href="mailto:expo@coscoshipping.com.ar">expo@coscoshipping.com.ar</a> |
| Peru      | <a href="mailto:cs.peru@coscon.com">cs.peru@coscon.com</a>               |
| Brazil    | <a href="mailto:cgr@coscoshipping.com.br">cgr@coscoshipping.com.br</a>   |

**8. Q: If the empty pick up will be affected?**

A: No.

**9. Q: How can we submit the bill of lading instructions (SI)?**

A: You may submit the bill of lading instructions (SI) through our website (<http://elines.coscoshipping.com/ebusiness/>) or EDI channel, or send your bill of lading instructions to the temporary work mailbox as follow.

|                        |  |
|------------------------|--|
| USA(except Long Beach) | <a href="mailto:masterbill_sdc@coscon.com">masterbill_sdc@coscon.com</a>       |
| USA(Long Beach)        | <a href="mailto:exportsi@yahoo.com">exportsi@yahoo.com</a>                     |
| Canada                 | <a href="mailto:masterbill_sdc@coscon.com">masterbill_sdc@coscon.com</a>       |
| Panama                 | <a href="mailto:panamacsd@gmail.com">panamacsd@gmail.com</a>                   |
| Peru                   | <a href="mailto:doc_per@coscon.com">doc_per@coscon.com</a>                     |
| Brazil                 | <a href="mailto:doc.exp@coscoshipping.com.br">doc.exp@coscoshipping.com.br</a> |
|                        | <a href="mailto:doc_bra@coscon.com">doc_bra@coscon.com</a>                     |

We recommend that you use the website bill of lading function to get a faster service response.

**10. Q: How can we make BL checking and BL amendment?**

A: You will be able to receive the BL proforma by Email as normal. Please send the request to below temporary Email addresses in case there is any BL amendment.

|                        |  |
|------------------------|--|
| USA(except Long Beach) | <a href="mailto:masterbill_sdc@coscon.com">masterbill_sdc@coscon.com</a>       |
| USA(Long Beach)        | <a href="mailto:laxblamend@yahoo.com">laxblamend@yahoo.com</a>                 |
| Canada                 | <a href="mailto:masterbill_sdc@coscon.com">masterbill_sdc@coscon.com</a>       |
| Panama                 | <a href="mailto:panamacsd@gmail.com">panamacsd@gmail.com</a>                   |
| Peru                   | <a href="mailto:doc_per@coscon.com">doc_per@coscon.com</a>                     |
|                        | <a href="mailto:cs.peru@coscon.com">cs.peru@coscon.com</a>                     |
| Argentina              | <a href="mailto:doc_arg@coscon.com">doc_arg@coscon.com</a>                     |
|                        | <a href="mailto:docexpo@coscoshipping.com.ar">docexpo@coscoshipping.com.ar</a> |
| Brazil                 | <a href="mailto:doc.exp@coscoshipping.com.br">doc.exp@coscoshipping.com.br</a> |
|                        | <a href="mailto:doc_bra@coscon.com">doc_bra@coscon.com</a>                     |

**11. Q: Is that possible to do COD ?**

A: We will still accept COD requests exclude Canada Import. Please send the application to below temporary Email addresses

|                        |  |
|------------------------|--|
| USA(except Long Beach) | <a href="mailto:naocexport@yahoo.com">naocexport@yahoo.com</a>                       |
| USA(Long Beach)        | <a href="mailto:cosaglaxbooking@yahoo.com">cosaglaxbooking@yahoo.com</a>             |
| Canada Export          | <a href="mailto:cslca-bkg-amendment@hotmail.com">cslca-bkg-amendment@hotmail.com</a> |
| Panama                 | <a href="mailto:panamacsd@gmail.com">panamacsd@gmail.com</a>                         |
| Peru                   | <a href="mailto:cs.peru@coscon.com">cs.peru@coscon.com</a>                           |
| Argentina              | <a href="mailto:docexpo@coscoshipping.com.ar">docexpo@coscoshipping.com.ar</a>       |
| Brazil                 | <a href="mailto:sales@coscoshipping.com.br">sales@coscoshipping.com.br</a>           |

**12. Q: How to submit the VGM information?**

A: You can still submit your VGM information via SI or VGM function on our web-site (<http://elines.coscoshipping.com/ebusiness/>). Or send your VGM information to below temporary Email addresses:

|                        |  |
|------------------------|--|
| USA(except Long Beach) | <a href="mailto:exportvgm@yahoo.com">exportvgm@yahoo.com</a>                       |
| USA(Long Beach)        | <a href="mailto:laxblamend@yahoo.com">laxblamend@yahoo.com</a>                     |
| Canada                 | <a href="mailto:masterbill_sdc@coscon.com">masterbill_sdc@coscon.com</a>           |
|                        | <a href="mailto:cslca-si-amendment@hotmail.com">cslca-si-amendment@hotmail.com</a> |
| Peru                   | <a href="mailto:cs.peru@coscon.com">cs.peru@coscon.com</a>                         |
| Argentina*             | <a href="mailto:docexpo@coscoshipping.com.ar">docexpo@coscoshipping.com.ar</a>     |
| Brazil                 | <a href="mailto:doc.exp@coscoshipping.com.br">doc.exp@coscoshipping.com.br</a>     |

\* Important: Please ensure container number is correctly shown on the website before submitting VGM information, otherwise, please contact our Equipment Control Department to the following Email address: [cntr@coscoshipping.com.ar](mailto:cntr@coscoshipping.com.ar).

**13. Q: How to issue the Bill of lading?**

A: In order to ensure the efficiency of service response during the problem, we would suggest you choose Seaway B/L or telex release. Issuing original bill of lading may run slowly.

**14. Q: How to do cargo tracking?**

A: We would recommend you to use our website's cargo tracking function to check the latest status of your shipment. (<http://lines.coscoshipping.com/home/> )

**15. Q: Can we receive the arrival notice?**

A: The arrival notice can be sent as normal.

**16. Q: Can the inbound container be released as normal?**

A: Details as follow:

**US**

The releasing of base port shipment shall not be affected. However, for these imported IPI cargos transferred through the US railway companies, please kindly provide the proof of customs clearance to the following temporary email addresses, so that we can arrange the release of goods.

|                                      |  |
|--------------------------------------|--|
| Import Gulf Doc                      | <a href="mailto:naocgulfimportdoc@yahoo.com">naocgulfimportdoc@yahoo.com</a> |
| Import East Doc                      | <a href="mailto:naocecimportdoc@yahoo.com">naocecimportdoc@yahoo.com</a>     |
| Import West Doc                      | <a href="mailto:naocwcimportdoc@yahoo.com">naocwcimportdoc@yahoo.com</a>     |
| Import Customer Service (long Beach) | <a href="mailto:lgbimport@yahoo.com">lgbimport@yahoo.com</a>                 |

**Canada**

Except cargo destined to and/or via Halifax, the release of base port shipment is affected. However, for the imported IPI cargos transferred through railway companies, please provide the proof of customs clearance to the following temporary email addresses, so that we can arrange the release of goods.

|                            |  |
|----------------------------|--|
| Import To Alberata/Paririe | <a href="mailto:vanintermodal@gmail.com">vanintermodal@gmail.com</a>           |
| Import To Eastern Canada   | <a href="mailto:cslca.cae_importcs@yahoo.com">cslca.cae_importcs@yahoo.com</a> |

**Panama**

The releasing of import shipment is performing stably as usual.

**Peru**

The releasing of base port shipment shall not be affected.

**Brazil**

The cargo release shall not be affected but may have some delays.

**Argentina**

The release of shipment shall not be affected. Please contact our import customer service department or send mail to below Email address in case there is problem.

|                                |  |
|--------------------------------|--|
| Argentina Import Documentation | <a href="mailto:impo@coscoshipping.com.ar">impo@coscoshipping.com.ar</a> |
|--------------------------------|--|

**17. Q: How can we get the invoice and make payment?**

A: Details as follow:

**US, Peru, Argentina**

The payment assignment and email invoice dispatching are as normally, but we are sorry that we cannot provide paper invoice at this moment.

**Canada**

The freight collection and invoice dispatch are as normally, but we are sorry that may be slightly delayed during this period.

**Panama**

The payment assignment is as normally without any problem. But due to network problem, the invoice could not be provided at the moment. The receipt will be provided instead. Sure you would be able to use receipt for changing to invoice after network resume normal.

The payment assignment and email invoice dispatching work normally, but we are sorry that we cannot provide a paper invoice at this moment.

**Brazil**

The email invoice dispatching is as normally. If you have not received the invoice by email, it is just necessary you send us an email through address [invoice@coscoshipping.com.br](mailto:invoice@coscoshipping.com.br) and we will send it to you again. To make payments as normal, it is necessary you access our web site and issue a bank slip concerning the process you want to make payment, if you have any question about this process, please send us an email to [financial.ar@coscoshipping.com.br](mailto:financial.ar@coscoshipping.com.br) and we can help you.

**18. Q: How to do LCL shipment in Canada?**

A: Please contact below temporary email address by locations:

|  |
|--|
| <a href="mailto:coscovanlcl@yahoo.com">coscovanlcl@yahoo.com</a> |
|--|

|  |
|--|
| <a href="mailto:cslca.cae_lcl@yahoo.com">cslca.cae_lcl@yahoo.com</a> |
|--|

**COSCO SHIPPING Lines**

**July 26th, 2018**

## Appendix. Temporary Email Address List

### USA

Red fonts are the latest updates for mailboxes updates

| Office | Function                     | Contact Information  |
|--------|------------------------------|--|
| NAOC   | New Booking                  | <a href="mailto:naocnewbookings@yahoo.com">naocnewbookings@yahoo.com</a>           |
| NAOC   | New Shipping Instruction     | <a href="mailto:masterbill_sdc@coscon.com">masterbill_sdc@coscon.com</a>           |
| NAOC   | Inside Sales Support         | <a href="mailto:coscossgteam@yahoo.com">coscossgteam@yahoo.com</a>                 |
| NAOC   | FMC Filing                   | <a href="mailto:coscofmcfiling@yahoo.com">coscofmcfiling@yahoo.com</a>             |
| NAOC   | Customer Profile             | <a href="mailto:coscobdt@yahoo.com">coscobdt@yahoo.com</a>                         |
| NAOC   | DG cargo                     | <a href="mailto:hazmat_cosco.usa@yahoo.com">hazmat_cosco.usa@yahoo.com</a>         |
| NAOC   | Traffic                      | <a href="mailto:eastwestgulfttraffic@yahoo.com">eastwestgulfttraffic@yahoo.com</a> |
| NAOC   | Export                       | <a href="mailto:naocexport@yahoo.com">naocexport@yahoo.com</a>                     |
| NAOC   | Allocation                   | <a href="mailto:naocallo@yahoo.com">naocallo@yahoo.com</a>                         |
| NAOC   | Export DOC                   | <a href="mailto:naocexpdoc@yahoo.com">naocexpdoc@yahoo.com</a>                     |
| NAOC   | Export VGM                   | <a href="mailto:exportvgm@yahoo.com">exportvgm@yahoo.com</a>                       |
| NAOC   | Special Booking              | <a href="mailto:naocspecialized@yahoo.com">naocspecialized@yahoo.com</a>           |
| NAOC   | Equipment Control East Coast | <a href="mailto:naoceced@yahoo.com">naoceced@yahoo.com</a>                         |
| NAOC   | Equipment Control Gulf Coast | <a href="mailto:naocgeqpd@yahoo.com">naocgeqpd@yahoo.com</a>                       |
| NAOC   | Equipment Control West Coast | <a href="mailto:naocwcecd@yahoo.com">naocwcecd@yahoo.com</a>                       |
| NAOC   | Equipment Control Midwest    | <a href="mailto:coscoshippingecd@yahoo.com">coscoshippingecd@yahoo.com</a>         |
| NAOC   | Reefer Team                  | <a href="mailto:naocreefertm@yahoo.com">naocreefertm@yahoo.com</a>                 |
| NAOC   | Payment Notification         | <a href="mailto:cslnfad1@yahoo.com">cslnfad1@yahoo.com</a>                         |
| NAOC   | Import Release               | <a href="mailto:cslnfad2@yahoo.com">cslnfad2@yahoo.com</a>                         |
| NAOC   | Export Release               | <a href="mailto:cslnfad3@yahoo.com">cslnfad3@yahoo.com</a>                         |
| NAOC   | MNR                          | <a href="mailto:mnrhouston@yahoo.com">mnrhouston@yahoo.com</a>                     |
| NAOC   | Intermodal                   | <a href="mailto:coscointermodal@yahoo.com">coscointermodal@yahoo.com</a>           |
| NAOC   | ECD                          | <a href="mailto:coscoshippingecd@yahoo.com">coscoshippingecd@yahoo.com</a>         |
| NAOC   | PER DIEM                     | <a href="mailto:coscoperdiem@yahoo.com">coscoperdiem@yahoo.com</a>                 |
| NAOC   | OOO                          | <a href="mailto:coscoooo@yahoo.com">coscoooo@yahoo.com</a>                         |
| NAOC   | OSC                          | <a href="mailto:oscecd@yahoo.com">oscecd@yahoo.com</a>                             |
| NAOC   | OB Rail Billing              | <a href="mailto:coscorailbilling@yahoo.com">coscorailbilling@yahoo.com</a>         |
| NAOC   | Empty Railbilling            | <a href="mailto:emptyrailbilling@yahoo.com">emptyrailbilling@yahoo.com</a>         |
| NAOC   | Import Customer Service      | <a href="mailto:naocimport@yahoo.com">naocimport@yahoo.com</a>                     |
| NAOC   | Import Gulf Doc              | <a href="mailto:naocgulfimportdoc@yahoo.com">naocgulfimportdoc@yahoo.com</a>       |
| NAOC   | Import East Doc              | <a href="mailto:naocecimportdoc@yahoo.com">naocecimportdoc@yahoo.com</a>           |
| NAOC   | Import West Doc              | <a href="mailto:naocwcimportdoc@yahoo.com">naocwcimportdoc@yahoo.com</a>           |
| NAOC   | Arrival Notices              | <a href="mailto:naocarrivalnotices@yahoo.com">naocarrivalnotices@yahoo.com</a>     |
| NAOC   | Pick Up Numbers              | <a href="mailto:naocpickupnumbers@yahoo.com">naocpickupnumbers@yahoo.com</a>       |
| NAOC   | Delivery Orders              | <a href="mailto:naocdeliveryorders@yahoo.com">naocdeliveryorders@yahoo.com</a>     |
| NAOC   | Import VIP                   | <a href="mailto:coscoissp@yahoo.com">coscoissp@yahoo.com</a>                       |
| NAOC   | Export VIP dry / HAZ DG      | <a href="mailto:naoaccessp@yahoo.com">naoaccessp@yahoo.com</a>                     |
| NAOC   | Export VIP reefer / OOG      | <a href="mailto:naoaccessprefer@yahoo.com">naoaccessprefer@yahoo.com</a>           |

|       |                             |  |
|-------|-----------------------------|--|
| NAOC  | Sales Support               | <a href="mailto:coscosssteam@yahoo.com">coscosssteam@yahoo.com</a>       |
| COSAG | Freight Cashier             | <a href="mailto:cosaglaxar@yahoo.com">cosaglaxar@yahoo.com</a>           |
| COSAG | Import Customer Service     | <a href="mailto:lgbimport@yahoo.com">lgbimport@yahoo.com</a>             |
| COSAG | Export Customer Service     | <a href="mailto:cosaglaxbooking@yahoo.com">cosaglaxbooking@yahoo.com</a> |
| COSAG | Export Traffic              | <a href="mailto:cosaglaxtraffic@yahoo.com">cosaglaxtraffic@yahoo.com</a> |
| COSAG | BL Amendment and BL Release | <a href="mailto:laxblamend@yahoo.com">laxblamend@yahoo.com</a>           |
| COSAG | MB/L Shipping Instructions  | <a href="mailto:exportsi@yahoo.com">exportsi@yahoo.com</a>               |
| COSAG | Empty Return Inquiries      | <a href="mailto:lgbemptyreturns@yahoo.com">lgbemptyreturns@yahoo.com</a> |
| COSAG | Street Turn Requests        | <a href="mailto:lgbstreetturn@yahoo.com">lgbstreetturn@yahoo.com</a>     |
| COSAG | Empty Container off-hires   | <a href="mailto:lgboffhires@yahoo.com">lgboffhires@yahoo.com</a>         |
| COSAG | Marine Operations           | <a href="mailto:marineops@yahoo.com">marineops@yahoo.com</a>             |

### Panama

| Office | Function                 | Contact Information  |
|--------|--------------------------|--|
| Panama | New Booking              | <a href="mailto:panamamsd@gmail.com">panamamsd@gmail.com</a>               |
| Panama | New Shipping Instruction | <a href="mailto:panamacsd@gmail.com">panamacsd@gmail.com</a>               |
| Panama | Sales & Marketing        | <a href="mailto:panamamsd@gmail.com">panamamsd@gmail.com</a>               |
| Panama | Invoices                 | <a href="mailto:panamafad@gmail.com">panamafad@gmail.com</a>               |
| Panama | Customer Profile         | <a href="mailto:panamacsd@gmail.com">panamacsd@gmail.com</a>               |
| Panama | Feeders Service          | <a href="mailto:panamafeeders@gmail.com">panamafeeders@gmail.com</a>       |
| Panama | Bookings                 | <a href="mailto:panamamsd@gmail.com">panamamsd@gmail.com</a>               |
| Panama | Equipment Control & DND  | <a href="mailto:panamaecd@gmail.com">panamaecd@gmail.com</a>               |
| Panama | Import Release           | <a href="mailto:importpanamacsd@gmail.com">importpanamacsd@gmail.com</a>   |
| Panama | Export Release           | <a href="mailto:exportpanamacsd@gmail.com">exportpanamacsd@gmail.com</a>   |
| Panama | Arrival Notices          | <a href="mailto:panamarrivalcsd@gmail.com">panamarrivalcsd@gmail.com</a>   |
| Panama | BL Amendment             | <a href="mailto:exportpanamacsd@gmail.com">exportpanamacsd@gmail.com</a>   |
| Panama | BL Release               | <a href="mailto:importpanamacsd@gmail.com">importpanamacsd@gmail.com</a>   |
| Panama | Marine Operations        | <a href="mailto:panamaoperations@gmail.com">panamaoperations@gmail.com</a> |

### Peru

| Office | Function         | Contact Information  |
|--------|------------------|--|
| Lima   | Customer Service | <a href="mailto:cs.peru@coscon.com">cs.peru@coscon.com</a>                   |
| Lima   | General          | <a href="mailto:coscoshoppingperu@gmail.com">coscoshoppingperu@gmail.com</a> |
| Callao | Operation        | <a href="mailto:coscoperuca01@gmail.com">coscoperuca01@gmail.com</a>         |

### Argentina

| Office    | Function                | Contact  |
|-----------|-------------------------|--|
| Argentina | Sales                   | <a href="mailto:expo@coscoshopping.com.ar">expo@coscoshopping.com.ar</a><br><a href="mailto:impo@coscoshopping.com.ar">impo@coscoshopping.com.ar</a>       |
| Argentina | Operations              | <a href="mailto:op@coscoshopping.com.ar">op@coscoshopping.com.ar</a>   |
| Argentina | Documentation           | <a href="mailto:docexpo@coscoshopping.com.ar">docexpo@coscoshopping.com.ar</a><br><a href="mailto:impo@coscoshopping.com.ar">impo@coscoshopping.com.ar</a> |
| Argentina | Export Customer Service | <a href="mailto:expo@coscoshopping.com.ar">expo@coscoshopping.com.ar</a>   |
| Argentina | Import Customer Service | <a href="mailto:impo@coscoshopping.com.ar">impo@coscoshopping.com.ar</a>   |