

## 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, Uruguay, Chile 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>
Chile	<a href="mailto:csdcosco@gmail.com">csdcosco@gmail.com</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>
Uruguay	<a href="mailto:carmipintos@gmail.com">carmipintos@gmail.com</a>
	<a href="mailto:lucianagfranco@live.com">lucianagfranco@live.com</a>
Chile	<a href="mailto:csdcosco@gmail.com">csdcosco@gmail.com</a>

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

A: Empty pick up is not affected in all areas, but some of the depots may be slightly delayed in Chile.

**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>
Uruguay	<a href="mailto:cami.dellipianegonzalez@gmail.com">cami.dellipianegonzalez@gmail.com</a>
	<a href="mailto:susanawu1980@gmail.com">susanawu1980@gmail.com</a>
Chile	<a href="mailto:chiledocumentation@gmail.com">chiledocumentation@gmail.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>
Uruguay	<a href="mailto:doc_uru@coscon.com">doc_uru@coscon.com</a>
	<a href="mailto:carmipintos@gmail.com">carmipintos@gmail.com</a>
	<a href="mailto:lucianagfranco@live.com">lucianagfranco@live.com</a>
Chile	<a href="mailto:doc_chi@coscon.com">doc_chi@coscon.com</a>
	<a href="mailto:chiledocumentation@gmail.com">chiledocumentation@gmail.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>
Uruguay	<a href="mailto:carmipintos@gmail.com">carmipintos@gmail.com</a>
	<a href="mailto:lucianagfranco@live.com">lucianagfranco@live.com</a>
Chile	<a href="mailto:chiledocumentation@gmail.com">chiledocumentation@gmail.com</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>
Uruguay	<a href="mailto:cami.dellipianegonzalez@gmail.com">cami.dellipianegonzalez@gmail.com</a>
Chile	<a href="mailto:csdcosco@gmail.com">csdcosco@gmail.com</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.

**Uruguay**

The arrival notice will be sent from the temporary email address: [danielan\\_1@hotmail.com](mailto:danielan_1@hotmail.com).

**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:csorca.ca">csorca.ca</a> <a href="mailto:importcs@yahoo.com">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.

Peru	<a href="mailto:cs.peru@coscon.com">cs.peru@coscon.com</a>
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**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>
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**Uruguay**

The release of shipment shall not be affected.

**Chile**

The releasing of shipment shall not be affected. Please contact our importation customer service, or send mail to below temporary Email addresses in case problem.

Chile Documentation	<a href="mailto:chiledocumentation@gmail.com">chiledocumentation@gmail.com</a>
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**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 and email invoice dispatching are as normally. Meanwhile, we can also provide a paper invoice if necessary..

**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.

**Uruguay**

Invoice dispatch is only available by mail. But we are sorry that invoice can't be printed at our office at this moment. so we collect whole checks release the cargoes but we are not able to give document to the clients.

**Chile**

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

**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>
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<a href="mailto:cslca.cae_lcl@yahoo.com">cslca.cae_lcl@yahoo.com</a>
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**19. Q: How to contact the local office in the affected area by email?**

A: Please refer to the Appendix.

**COSCO SHIPPING Lines**

**July 27th, 2018**

## Appendix. Temporary Email Address List

### USA

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:coscosssteam@yahoo.com">coscosssteam@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:eastwestgulfftraffic@yahoo.com">eastwestgulfftraffic@yahoo.com</a>
NAOC	Export	<a href="mailto:naoexport@yahoo.com">naoexport@yahoo.com</a>
NAOC	Allocation	<a href="mailto:naocallo@yahoo.com">naocallo@yahoo.com</a>
NAOC	Export DOC	<a href="mailto:naoexpdoc@yahoo.com">naoexpdoc@yahoo.com</a>
NAOC	Export VGM	<a href="mailto:exportvgm@yahoo.com">exportvgm@yahoo.com</a>
NAOC	Special Booking	<a href="mailto:naospecialized@yahoo.com">naospecialized@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:naocreferm@yahoo.com">naocreferm@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	OOC	<a href="mailto:coscoooc@yahoo.com">coscoooc@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 Rail Billing	<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:naoecimportdoc@yahoo.com">naoecimportdoc@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:naoessp@yahoo.com">naoessp@yahoo.com</a>
NAOC	Export VIP reefer / OOG	<a href="mailto:naoessprefer@yahoo.com">naoessprefer@yahoo.com</a>
NAOC	Sales Support	<a href="mailto:coscosssteam@yahoo.com">coscosssteam@yahoo.com</a>
NAOC	LOD Contact	<a href="mailto:lodvip@yahoo.com">lodvip@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:coscopera01@gmail.com">coscopera01@gmail.com</a>

#### Argentina

Office	Function	Contact Information
Argentina	Sales	<a href="mailto:expo@coscoshopping.com.ar">expo@coscoshopping.com.ar</a> <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> <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>

#### Uruguay

Office	Function	Contact Information
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Uruguay	Export Customer Service	<a href="mailto:carnipintos@gmail.com">carnipintos@gmail.com</a> <a href="mailto:lucianagfranco@live.com">lucianagfranco@live.com</a> <a href="mailto:cami.dellipianegonzalez@gmail.com">cami.dellipianegonzalez@gmail.com</a> <a href="mailto:susanawu1980@gmail.com">susanawu1980@gmail.com</a>
Uruguay	Import Customer Service	<a href="mailto:danielan_1@hotmail.com">danielan_1@hotmail.com</a>

**Chile**

<b>Office</b>	<b>Function</b>	<b>Contact Information</b>
Chile	Sales	<a href="mailto:coscochilesales@gmail.com">coscochilesales@gmail.com</a>
Chile	Operations	<a href="mailto:coscochileoperations@gmail.com">coscochileoperations@gmail.com</a>
Chile	Documentation	<a href="mailto:chiledocumentation@gmail.com">chiledocumentation@gmail.com</a>
Chile	Customer Service	<a href="mailto:csdcosco@gmail.com">csdcosco@gmail.com</a>



## 美洲网络问题常见问题及答复

目前我司美洲地区出现网络故障，为保护客户利益以及业务的正常开展，我们发布此 FAQ 以供参考，并将根据最新进展持续更新，感谢您的支持。

**1. Q: 此次网络问题影响的范围有哪些？**

A: 此次网络故障受影响的地区包括：美国、加拿大、巴拿马、阿根廷、巴西、秘鲁、智利、乌拉圭。

**2. Q: 对业务的影响有哪些？**

A: 美国、加拿大、巴拿马、乌拉圭、智利和秘鲁的邮件系统以及美国、加拿大和巴拿马的网络电话系统目前暂时无法使用。

**3. Q: 船舶挂靠会否受到影响？**

A: 船舶挂靠未受到影响，船舶在港作业正常

**4. Q: 如何提交订舱申请？**

A: 我司所有船舶仍照常运营，并且主业务系统仍正常运作。由此，您仍可通过我司官网 (<http://elines.coscoshipping.com/ebusiness/>) 或 EDI 渠道提交订舱申请，或将您的订舱申请发送至我司以下临时工作邮箱。

USA(except Long Beach)	<a href="mailto:naoexport@yahoo.com">naoexport@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>
Chile	<a href="mailto:csdcosco@gmail.com">csdcosco@gmail.com</a>

我们推荐您使用官网电子订舱功能，以便得到更快速的服务响应。

**5. Q: 是否接受危险品、特种箱订舱？**

A: 目前受影响区域仅巴拿马和秘鲁恢复危险品与特种箱订舱接载。

**6. Q: 如何获取订舱确认书？**

A: 此次网络故障不影响我司主业务系统，订舱确认书仍可通过系统正常生成及发送。

**7. Q: 如何发送订舱更改？**

A: 故障期间，相关订舱更改请发送至以下临时工作邮箱。

USA(except Long Beach)	<a href="mailto:naoexport@yahoo.com">naoexport@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>
Uruguay	<a href="mailto:carmipintos@gmail.com">carmipintos@gmail.com</a>
	<a href="mailto:lucianagfranco@live.com">lucianagfranco@live.com</a>
Chile	<a href="mailto:csdcosco@gmail.com">csdcosco@gmail.com</a>

**8. Q: 出口提箱是否受影响?**

A: 出口提箱不受此次网络故障影响, 请按原流程提箱。

**智利**

部分堆场的放箱可能略有延迟, 敬请谅解。

**9. Q: 如何发送提单指示 (SI) ?**

A: 故障期间, 您可以通过我司官网 (<http://elines.coscoshipping.com/ebusiness/>) 或 EDI 渠道提交提单指示 (SI), 或将您的提单指示发送至我司以下临时工作邮箱。

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>
Uruguay	<a href="mailto:cami.dellipianegonzalez@gmail.com">cami.dellipianegonzalez@gmail.com</a>
	<a href="mailto:susanawu1980@gmail.com">susanawu1980@gmail.com</a>
Chile	<a href="mailto:chiledocumentation@gmail.com">chiledocumentation@gmail.com</a>

我们推荐您使用官网提单指示功能, 以便得到更快速的服务响应。

**10. Q: 如何进行对单与改单?**

A: 您依旧可以通过邮件收到我司提单样本。如需对提单样本进行更改, 请发送至我司以下临时工作邮箱。

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>
Uruguay	<a href="mailto:doc_u ru@coscon.com">doc_u ru@coscon.com</a>
	<a href="mailto:carmipintos@gmail.com">carmipintos@gmail.com</a>
	<a href="mailto:lucianagfranco@live.com">lucianagfranco@live.com</a>
Chile	<a href="mailto:doc_chi@coscon.com">doc_chi@coscon.com</a>
	<a href="mailto:chiledocumentation@gmail.com">chiledocumentation@gmail.com</a>

**11. Q: 是否可以提供改港服务**

A: 除加拿大进口业务外我们仍可以接受改港需求, 请发送申请至以下临时工作邮箱。

USA(except Long Beach)	<a href="mailto:naoexport@yahoo.com">naoexport@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>
Uruguay	<a href="mailto:carmipintos@gmail.com">carmipintos@gmail.com</a>
	<a href="mailto:lucianagfranco@live.com">lucianagfranco@live.com</a>
Chile	<a href="mailto:chiledocumentation@gmail.com">chiledocumentation@gmail.com</a>

**12. Q: 如何提交 VGM 信息?**

A: 您仍可通过 SI 或我司官网 VGM 功能提交, 或将 VGM 信息发送至我司临时工作邮箱。

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>
Uruguay	<a href="mailto:camidellipianegonzalez@gmail.com">camidellipianegonzalez@gmail.com</a>
Chile	<a href="mailto:csdcosco@gmail.com">csdcosco@gmail.com</a>

\*重要提示: 阿根廷地区, 如果箱号无法在网站上显示, 在上传 VGM 数据之前, 请及时联系我司箱管部门, 否则相应数据可能无法正常传输。箱管联系方式: [cntr@coscoshipping.com.ar](mailto:cntr@coscoshipping.com.ar)。

**13. Q: 如何签发提单?**

A: 针对出口货物, 为确保问题期间的服务响应效率, 我司建议您签发 Seaway B/L 或进行电放操作。若您仍需要签发正本提单, 我们可能需要花费比往常更多一点的时间向您提供。

**14. Q: 如何追踪我的货物?**

A: 此次网络故障不影响我们的货物跟踪系统, 建议您使用我司官网的货物跟踪功能查询您货物的最新状态。[\(http://lines.coscoshipping.com/home/\)](http://lines.coscoshipping.com/home/)

**15. Q: 是否可以正常获取到货通知?**

A: 到货通知可以正常发送, 不受此次网络故障影响。

**乌拉圭**

乌拉圭地区到货通知将会使用以下临时邮箱发送。

Uruguay import documentation	<a href="mailto:danielan_1@hotmail.com">danielan_1@hotmail.com</a>
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**16. Q: 进口放货是否正常?**

A: 详情如下

**美国**

进口至北美基本港的货物放货操作不受影响。通过铁路公司中转的进口 IPI 货物, 烦请提供清关的书面证据至我司以下临时工作邮箱, 以便我司安排放货。

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:naocwimportdoc@yahoo.com">naocwimportdoc@yahoo.com</a>
Import Customer Service (long Beach)	<a href="mailto:lgbimport@yahoo.com">lgbimport@yahoo.com</a>

### 加拿大

除 HALIFAX 外，进口至加拿大基本港的货物放货操作受影响。通过铁路公司中转的进口 IPI 货物，烦请提供清关的书面证据至我司以下临时工作邮箱，以便我司安排放货。

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>

### 巴拿马

进口至巴拿马的货物放货操作不受影响。

### 秘鲁

进口至秘鲁卡亚俄港的货物放货操作不受影响。

Peru	<a href="mailto:cs.peru@coscon.com">cs.peru@coscon.com</a>
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### 巴西

进口至巴西的货物放货操作不受影响。但部分服务响应可能略有迟缓，敬请谅解。

### 阿根廷

进口至阿根廷港口的货物放货操作可正常操作。如有问题，可与我司相关客服人员联系，也可发邮件至以下工作邮箱。

Argentina Import Documentation	<a href="mailto:impo@coscoshipping.com.ar">impo@coscoshipping.com.ar</a>
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### 乌拉圭

进口乌拉圭的货物放货操作不受影响。

### 智利

进口至智利港口的货物放货操作可正常操作。如有问题，可与我司相关客服人员联系，也可发邮件至以下临时工作邮箱。

Chile Documentation	<a href="mailto:chiledocumentation@gmail.com">chiledocumentation@gmail.com</a>
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## 17. Q: 发票、支付是否可以正常获取?

A: 详情如下

### 美国、秘鲁、阿根廷

电子发票 (Invoice by email)、支付一切正常，但我们暂时不能提供纸质发票。

### 加拿大

加拿大地区发票和支付海运费正常，不受此次网络故障影响，支付会有延误。

### 巴拿马

电子发票 (Invoice by email)、支付一切正常，并且如有需要我们可以提供纸质发票。

### 巴西

巴西地区电子发票 (Invoice by email) 一切正常。如您未收到电子发票，您可通过 [invoice@coscoshipping.com.br](mailto:invoice@coscoshipping.com.br) 联系我司，我司会在稍后通过再次发送给您。为了确保支付正常，请您登陆我司官网生成付款水单并完成银行的付款流程。如有疑问，您可通过 [financial.ar@coscoshipping.com.br](mailto:financial.ar@coscoshipping.com.br) 联系我司，我们会及时为您提供帮助。

### 乌拉圭

乌拉圭地区发票可正常邮件发送，但暂时不能提供现场打印服务。我们目前通过收取全额支票来操作进口放货，但我司不能提供给您任何文件，带来的不便敬请谅解。

### 智利

智利地区发票可正常邮件发送，但不能现场打印。客户付费可以正常办理。敬请谅解。

## 18. Q: 如何完成加拿大地区的 LCL 业务?

A: 根据不同区域，请分别联系以下临时邮箱：

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

**19. Q: 怎么通过邮件和受影响地区取得联系?**

A: 请见下方附录

中远海运集运

2018年7月27日

## 附录：临时邮箱列表

## 美国

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:coscosssteam@yahoo.com">coscosssteam@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:naoexport@yahoo.com">naoexport@yahoo.com</a>
NAOC	Allocation	<a href="mailto:naocallo@yahoo.com">naocallo@yahoo.com</a>
NAOC	Export DOC	<a href="mailto:naoexpdoc@yahoo.com">naoexpdoc@yahoo.com</a>
NAOC	Export VGM	<a href="mailto:exportvgm@yahoo.com">exportvgm@yahoo.com</a>
NAOC	Special Booking	<a href="mailto:naospecialized@yahoo.com">naospecialized@yahoo.com</a>
NAOC	Equipment Control East Coast	<a href="mailto:naoceed@yahoo.com">naoceed@yahoo.com</a>
NAOC	Equipment Control Gulf Coast	<a href="mailto:naoqeqpd@yahoo.com">naoqeqpd@yahoo.com</a>
NAOC	Equipment Control West Coast	<a href="mailto:naocwced@yahoo.com">naocwced@yahoo.com</a>
NAOC	Equipment Control Midwest	<a href="mailto:coscoshippingecd@yahoo.com">coscoshippingecd@yahoo.com</a>
NAOC	Reefer Team	<a href="mailto:naocreferm@yahoo.com">naocreferm@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:osced@yahoo.com">osced@yahoo.com</a>
NAOC	OB Rail Billing	<a href="mailto:coscorailbilling@yahoo.com">coscorailbilling@yahoo.com</a>
NAOC	Empty Rail Billing	<a href="mailto:emptyrailbilling@yahoo.com">emptyrailbilling@yahoo.com</a>
NAOC	Import Customer Service	<a href="mailto:naoimport@yahoo.com">naoimport@yahoo.com</a>
NAOC	Import Gulf Doc	<a href="mailto:naocgulfimportdoc@yahoo.com">naocgulfimportdoc@yahoo.com</a>
NAOC	Import East Doc	<a href="mailto:naoecimportdoc@yahoo.com">naoecimportdoc@yahoo.com</a>
NAOC	Import West Doc	<a href="mailto:naocwimportdoc@yahoo.com">naocwimportdoc@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:naoessp@yahoo.com">naoessp@yahoo.com</a>
NAOC	Export VIP reefer / OOG	<a href="mailto:naoessprefer@yahoo.com">naoessprefer@yahoo.com</a>
NAOC	Sales Support	<a href="mailto:coscosssteam@yahoo.com">coscosssteam@yahoo.com</a>
NAOC	LOD Contact	<a href="mailto:lodvip@yahoo.com">lodvip@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>

#### 巴拿马

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>

#### 秘鲁

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>

#### 阿根廷

Office	Function	Contact Information
Argentina	Sales	<a href="mailto:expo@coscoshopping.com.ar">expo@coscoshopping.com.ar</a> <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> <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>

#### 乌拉圭

Office	Function	Contact Information
Uruguay	Export Customer Service	<a href="mailto:carnipintos@gmail.com">carnipintos@gmail.com</a>

		<a href="mailto:lucianagfranco@live.com">lucianagfranco@live.com</a> <a href="mailto:cami.dellipianegonzalez@gmail.com">cami.dellipianegonzalez@gmail.com</a> <a href="mailto:susanawu1980@gmail.com">susanawu1980@gmail.com</a>
Uruguay	Import Customer Service	<a href="mailto:danielan_1@hotmail.com">danielan_1@hotmail.com</a>

智利

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