

## Frequently Asked Questions about Network Problem within America Area

Due to the incident of our Americas local network broken down, we post and keep updating this FAQ for your better reference in order to provide valuable and continuous service.

**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. All of the areas have been totally recovered.

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

A: Our internet phone service and company email is back to normal. Our company customer service email is back to normal except US LA/LGB. It's not necessary to resend the request to our company email which already sent before. We will take care of them in time. The temporary mail address is still kept for the service continuity. Under the premise of ensuring network security, the local website such as [www.cosco-usa.com](http://www.cosco-usa.com), [www.coscoshipping.com.br](http://www.coscoshipping.com.br) have not yet open, the application submitted through the website shall be temporarily submitted by mail (except VGM).

**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 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 customer service email or temporary Email addresses as below, for US LA/LGB please send to below temporary Email addresses:

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>

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: HAZ and OOG booking are operating normally.

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

A: Booking confirmation is back to normal. The service responses have been restored to normal.

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

A: The amendment is back to normal. Please send all the booking amendment requests to our customer service email or below temporary Email addresses, for US LA/LGB please send 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 have been back to normal.

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

A: the SI is back to normal. You may submit the bill of lading instructions (SI) through our website (<http://elines.coscoshipping.com/ebusiness/>) or EDI channel, or send to our customer service email or temporary Email addresses as below, for US LA/LGB please send to below temporary Email addresses:

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:camidellipianegonzalez@gmail.com">camidellipianegonzalez@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 our customer service email or temporary Email addresses as below, for US LA/LGB please send 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: The COD operation is back to normal, Please send the application to our customer service email or temporary Email addresses as below, for US LA/LGB please send to below temporary Email addresses:

USA(except Long Beach)	<a href="mailto:naoexport@yahoo.com">naoexport@yahoo.com</a>
USA(Long Beach)	<a href="mailto:laxblamend@yahoo.com">laxblamend@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 submit your VGM information via SI or VGM function on our web-site (<http://elines.coscoshipping.com/ebusiness/>). Or send your VGM information to our customer service email or temporary Email addresses as below, for US LA/LGB please send 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:camidellipianegonzalez@gmail.com">cami.dellipianegonzalez@gmail.com</a>
Chile	<a href="mailto:csdcosco@gmail.com">csdcosco@gmail.com</a>

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

A: The issue of original BL service is back to normal.

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

A: Our cargo tracking system is running stably, 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, Canada**

The releasing of base port shipment is normal. The releasing for these imported IPI cargos transferred is back to normal too, we would only ask you to provide the proof of customs clearance to our customer service email or temporary Email addresses as below( for US LA/LGB please send to below temporary Email addresses) if there are any special cases.

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>

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

A: Details as follow:

**US, Argentina, Canada, Panama, Uruguay**

The payment assignment and email invoice dispatching are as normally, and we can provide paper invoice now.

**Brazil**

We will send the invoice to you as normal. If you do not receive the invoice by email, please send email to [invoice@coscoshipping.com.br](mailto:invoice@coscoshipping.com.br). Please make payment through bank transfer as our online payment system is not yet available at the moment. Please send email to [finacial.ar@coscoshipping.com.br](mailto:finacial.ar@coscoshipping.com.br) in case you have any question about this payment process.

**Chile**

The payment assignment and email invoice dispatching work normally. The paper invoice is only available in our Santiago office but not in our Port office.

**Peru**

The payment assignment and email invoice dispatching work normally. The paper invoice is not available in our Port office.

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

A: This business is back to normal

**19. Q: How to contact the local office in the affected area by email?**

A: The email service is back to normal. The temporary mailboxes will be remained in use in order to maintain the service continuity. Please refer to the Appendix.

**COSCO SHIPPING Lines**

**July 30<sup>th</sup> , 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:cosaglar@yahoo.com">cosaglar@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 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>
Argentina	Container team	<a href="mailto:cntr@coscoshopping.com.ar">cntr@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

鉴于前期我司美洲地区发生网络故障，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。截止目前全面恢复。

**2. Q: 对业务的影响有哪些？**

A: 除美国地区外，其他所有地区电话和邮件均已恢复。美国的电话及个人邮箱系统已恢复，除 LA/LGB 地区之外，公司客服公共邮箱已经开始恢复使用。为了保持服务的延续性，我们同时保留故障时期的临时工作邮箱。已发送给我们临时工作邮箱的服务需求，您不需要重发，我们将及时处理。根据安全谨慎原则，当地网站（例如 [www.cosco-usa.com](http://www.cosco-usa.com)，[www.coscoshipping.com.br](http://www.coscoshipping.com.br) 等）暂未开放，原通过当地网站提交的服务申请暂时通过邮件方式提交（VGM 除外）。

**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: 您仍可通过我司官网（<http://elines.coscoshipping.com/ebusiness/>）或 EDI 渠道提交订舱申请。也可以将您的订舱申请发送至原客服邮箱或以下临时工作邮箱。美国 LA/LGB 地区请暂时发送以下临时工作邮箱。

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>

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: 危险品、特种箱订舱已恢复。

**6. Q: 如何获取订舱确认书？**

A: 订舱确认书可通过系统正常生成及发送。响应已恢复正常。

**7. Q: 如何发送订舱更改？**

A: 已恢复正常。您可将申请发送至原客服邮箱或以下临时工作邮箱。美国 LA/LGB 地区请暂时发送以下临时工作邮箱。

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: 出口提箱是否受影响?**

A: 出口提箱已恢复正常。

**9. Q: 如何发送提单指示 (SI) ?**

A: 已恢复正常, 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), 也可以将您的提单指示发送至原客服邮箱或以下临时工作邮箱, 美国 LA/LGB 地区请暂时发送以下临时工作邮箱。

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:camidellipianegonzalez@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: 已恢复正常, 您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, 可将申请发送至原客服邮箱或以下临时工作邮箱, 美国 LA/LGB 地区请暂时发送以下临时工作邮箱。

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: 已恢复正常, 请将申请发送至原客服邮箱或以下临时工作邮箱, 美国 LA/LGB 地区请暂时发送以下临时工作邮箱。

USA(except Long Beach)	<a href="mailto:naoexport@yahoo.com">naoexport@yahoo.com</a>
USA(Long Beach)	<a href="mailto:laxblamend@yahoo.com">laxblamend@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: 您可通过 SI 或我司官网 VGM 功能提交, 或将 VGM 信息发送至原客服邮箱或以下临时工作邮箱, 美国 LA/LGB 地区请暂时发送以下临时工作邮箱。

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

**13. Q: 如何签发提单?**

A: 我们已恢复正本提单签发服务。

**14. Q: 如何追踪我的货物?**

A: 您可以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/>)

**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。

**16. Q: 进口放货是否正常?**

A: 进口放货操作恢复正常, 其中,  
**美国、加拿大**

进口至基本港的货物放货已恢复正常。进口 IPI 货物, 也已可以正常安排放货服务, 个别特殊情况下可能需要请您提供清关的书面证据至原客服邮箱或我司以下临时工作邮箱以便我司安排放货。美国 LA/LGB 地区请发送至临时工作邮箱。

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>

**17. Q: 发票、支付是否可以正常获取?**

A: 详情如下

**美国、阿根廷、加拿大、巴拿马、乌拉圭**

电子发票 (Invoice by email)、支付一切正常, 恢复提供纸质发票。

**巴西**

我们将正常发送发票给您, 如果您不能通过邮箱收取发票, 请发送邮件至 [invoice@coscoshipping.com.br](mailto:invoice@coscoshipping.com.br)。网上银行资金支付平台暂时不予开放, 还请通过银行转账完成费用支付, 我们将尽快开通网银支付平台。如果您有关于付款的任何问题请发送邮件至 [financial.ar@coscoshipping.com.br](mailto:financial.ar@coscoshipping.com.br), 我们将为您提供协助。

**智利、秘鲁**

发票可正常邮件发送, 支付一切正常, 但我们码头办公室暂时还不能提供纸质发票, 市区办公室周一 (7月30日) 起可提供纸质发票。

**18. Q: 如何完成加拿大地区的 LCL 业务?**

A: 已恢复正常。

**19. Q: 如何通过邮件和受影响地区取得联系?**

A: 各地邮件均已恢复, 为保持业务持续, 我们暂时保留原临时邮箱, 详情请见附录。

中远海运集运

2018年7月30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:eastwestgulffraffic@yahoo.com">eastwestgulffraffic@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: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:naocarriavalnotices@yahoo.com">naocarriavalnotices@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:naoacessp@yahoo.com">naoacessp@yahoo.com</a>
NAOC	Export VIP reefer / OOG	<a href="mailto:naoacessprefer@yahoo.com">naoacessprefer@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:lgbffhires@yahoo.com">lgbffhires@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>
Argentina	Container team	<a href="mailto:cntr@coscoshopping.com.ar">cntr@coscoshopping.com.ar</a>

### 乌拉圭

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

Office	Function	Contact Information
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>