

Frequently Asked Questions about Network Problem within America Area

COSCO SHIPPING Lines 'network applications in the Americas have been totally recovered from previous incident, we post and keep updating this FAQ to protect customer's interests and provide proper customer 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 business operation has been recovered. All communications including telephone service and company email are back to normal. 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 email address is still kept for the service continuity. Under the premise of ensuring network security, the local website such as www.cosco-usa.com, www.coscoshipping.com.br have not yet open, the application submitted through the website shall be temporarily submitted by email (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 send the request to our regular customer service email. The requests already sent to temporary Email will be taken care until properly processed.

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 regular customer service email. The requests already sent to temporary Email will be taken care until properly processed.

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 regular customer service email. The requests already sent to temporary Email will be taken care until properly processed. 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 regular customer service email. The requests already sent to temporary Email will be taken care until properly processed..

11. Q: Is that possible to do COD?

A: The COD operation is back to normal, Please send the application to our regular customer service email. The requests already sent to temporary Email will be taken care until properly processed.

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 regular customer service email. The information already sent to temporary Email will be taken care until properly processed.

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: **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 regular customer service email if there are any special cases. The requests already sent to temporary Email will be taken care until properly processed.

Panama, Argentina, Brazil, Peru, Chile and Uruguay

Cargo Release is back to normal.

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

A: Please be kindly advised that our Bank Account has NOT been changed. Please contact our local office immediately if any doubt.

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. Please make payment through bank transfer as our online

payment system is not yet available at the moment. Please send email to financial.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.

COSCO SHIPPING Lines

Aug 1st, 2018

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，现已全面恢复。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: 所有地区业务已恢复正常，电话和邮件等对外沟通渠道均已恢复，公司客服邮箱已全面恢复使用。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，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, 已发送至临时工作邮箱的服务需求我们仍将继续处理。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, 已发送至临时工作邮箱的服务需求我们仍将继续处理。

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, 已发送至临时工作邮箱的服务需求我们仍将继续处理。

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, 已发送至临时工作邮箱的服务需求我们仍将继续处理。

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, 已发送至临时工作邮箱的服务需求我们仍将继续处理。

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, 已发送至临时工作邮箱的服务需求我们仍将继续处理。

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

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以便我司安排放货，已发送至临时工作邮箱的服务需求我们仍将继续处理

巴拿马、阿根廷、巴西、秘鲁、智利、乌拉圭

放货恢复正常

17. Q: 发票、支付是否可以正常获取?

A: 我司银行账号没有变化，如有疑问请联络我们当地公司，其中：

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。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，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。

中远海运集运

2018年8月1日

附录：临时邮箱列表

美国

Office	Function	Contact Information
NAOC	New Booking	naocnewbookings@yahoo.com
NAOC	New Shipping Instruction	masterbill_sdc@coscon.com
NAOC	Inside Sales Support	coscosssteam@yahoo.com
NAOC	FMC Filing	coscofmcfiling@yahoo.com
NAOC	Customer Profile	coscobdt@yahoo.com
NAOC	DG cargo	hazmat_cosco.usa@yahoo.com
NAOC	Traffic	eastwestgulffraffic@yahoo.com
NAOC	Export	naoexport@yahoo.com
NAOC	Allocation	naocallo@yahoo.com
NAOC	Export DOC	naoexpdoc@yahoo.com
NAOC	Export VGM	exportvgm@yahoo.com
NAOC	Special Booking	naospecialized@yahoo.com
NAOC	Equipment Control East Coast	naoceced@yahoo.com
NAOC	Equipment Control Gulf Coast	naoqeqpd@yahoo.com
NAOC	Equipment Control West Coast	naocwced@yahoo.com
NAOC	Equipment Control Midwest	coscoshippingecd@yahoo.com
NAOC	Reefer Team	naocreferm@yahoo.com
NAOC	Payment Notification	cslnfad1@yahoo.com
NAOC	Import Release	cslnfad2@yahoo.com
NAOC	Export Release	cslnfad3@yahoo.com
NAOC	MNR	mnrhouston@yahoo.com
NAOC	Intermodal	coscointermodal@yahoo.com
NAOC	ECD	coscoshippingecd@yahoo.com
NAOC	PER DIEM	coscoperdiem@yahoo.com
NAOC	OOO	coscoooo@yahoo.com
NAOC	OSC	osced@yahoo.com
NAOC	OB Rail Billing	coscorailbilling@yahoo.com
NAOC	Empty Rail Billing	emptyrailbilling@yahoo.com
NAOC	Import Customer Service	naoimport@yahoo.com
NAOC	Import Gulf Doc	naocgulfimportdoc@yahoo.com
NAOC	Import East Doc	naoecimportdoc@yahoo.com
NAOC	Import West Doc	naocwimportdoc@yahoo.com
NAOC	Arrival Notices	naocarriavalnotices@yahoo.com
NAOC	Pick Up Numbers	naocpickupnumbers@yahoo.com
NAOC	Delivery Orders	naocdeliveryorders@yahoo.com
NAOC	Import VIP	coscoissp@yahoo.com
NAOC	Export VIP dry / HAZ DG	naoacessp@yahoo.com
NAOC	Export VIP reefer / OOG	naoacessprefer@yahoo.com
NAOC	Sales Support	coscosssteam@yahoo.com
NAOC	LOD Contact	lodvip@yahoo.com
COSAG	Freight Cashier	cosaglaxar@yahoo.com
COSAG	Import Customer Service	lgbimport@yahoo.com

COSAG	Export Customer Service	cosaglaxbooking@yahoo.com
COSAG	Export Traffic	cosaglaxtraffic@yahoo.com
COSAG	BL Amendment and BL Release	laxblamend@yahoo.com
COSAG	MB/L Shipping Instructions	exportsi@yahoo.com
COSAG	Empty Return Inquiries	lgbemptyreturns@yahoo.com
COSAG	Street Turn Requests	lgbstreetturn@yahoo.com
COSAG	Empty Container off-hires	lgboffhires@yahoo.com
COSAG	Marine Operations	marineops@yahoo.com

巴拿马

Office	Function	Contact Information
Panama	New Booking	panamamsd@gmail.com
Panama	New Shipping Instruction	panamacsd@gmail.com
Panama	Sales & Marketing	panamamsd@gmail.com
Panama	Invoices	panamafad@gmail.com
Panama	Customer Profile	panamacsd@gmail.com
Panama	Feeders Service	panamafeeders@gmail.com
Panama	Bookings	panamamsd@gmail.com
Panama	Equipment Control & DND	panamaecd@gmail.com
Panama	Import Release	importpanamacsd@gmail.com
Panama	Export Release	exportpanamacsd@gmail.com
Panama	Arrival Notices	panamarrivalcsd@gmail.com
Panama	BL Amendment	exportpanamacsd@gmail.com
Panama	BL Release	importpanamacsd@gmail.com
Panama	Marine Operations	panamaoperations@gmail.com

秘鲁

Office	Function	Contact Information
Lima	Customer Service	cs.peru@coscon.com
Lima	General	coscoshoppingperu@gmail.com
Callao	Operation	coscoperuca01@gmail.com

阿根廷

Office	Function	Contact Information
Argentina	Sales	expo@coscoshopping.com.ar impo@coscoshopping.com.ar
Argentina	Operations	op@coscoshopping.com.ar
Argentina	Documentation	docexpo@coscoshopping.com.ar impo@coscoshopping.com.ar
Argentina	Export Customer Service	expo@coscoshopping.com.ar
Argentina	Import Customer Service	impo@coscoshopping.com.ar
Argentina	Container team	cntr@coscoshopping.com.ar

乌拉圭

Office	Function	Contact Information
Uruguay	Export Customer Service	carmipintos@gmail.com

		lucianagfranco@live.com cami.dellipianegonzalez@gmail.com susanawu1980@gmail.com
Uruguay	Import Customer Service	danielan_1@hotmail.com

智利

Office	Function	Contact Information
Chile	Sales	coscochilesales@gmail.com
Chile	Operations	coscochileoperations@gmail.com
Chile	Documentation	chiledocumentation@gmail.com
Chile	Customer Service	csdcosco@gmail.com