

FAQ (United States)

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

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).

2. Q: Will the vessel berthing (such as Long Beach PCT) be affected?

A: The vessel berthing is normal. All the vessels of our company are operating as normal as well.

3. Q: How to submit booking request in United States?

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 is highly recommended which makes more efficient.

4. Q: Can we make HAZ and OOG booking?

A: HAZ and OOG booking are operating normally.

5. Q: How can we get the booking confirmation?

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

6. 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:

7. Q: Will it affect empty pick up?

A: Empty pick up have been restored to normal.

8. 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.

9. 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

10. 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.

11. 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.

12. Q: How could you issue the Bill of lading?

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

13. 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/>)

14. Q: Can we receive the arrival notice?

A: The arrival notice can be sent to you as normal.

15. Q: Does the inbound container release as normal?

A: The releasing of both base port and IPI cargos is back to normal.

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

A: The payment assignment and email invoice dispatching are as normally, the paper invoice is back to normal. Please be kindly advised that our Bank Account remain unchanged as follow. Please contact our local office immediately if any doubt.

COSCO Shipping Lines (North America), Inc.
15600 JFK Blvd
Suite 400
Houston, Texas 77032
Attention: Accounts Receivable Department
1-866-830-2550

FED WIRE PAYMENT REQUEST INFORMATION

JP MORGAN CHASE

ACCOUNT NUMBER	722619616
ABA NUMBER ACH TRANSACTION	111000614
ABA NUMBER WIRE TRANSACTION	021000021
SWIFT BIC	CHASUS33

Include:

Payment Details
Invoice or B/L Numbers
Contact Phone Number
Remittance details should be sent to : HOUACCTG@COSCO-USA.COM

BENEFICIARY INFORMATION:

COSCO SHIPPING Lines (North America) Inc. As Agents for COSCO SHIPPING Lines Co., Ltd.

BANK ADDRESS:

**One Chase Manhattan Plaza
Floor 7
New York, NY 10005**

Aug 2nd 2018

FAQ (美国)

1. Q: 此次网络问题影响的范围有哪些?

A: 所有业务已恢复正常，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 www.cosco-usa.com 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）。

2. Q: 北美的地区的船舶挂靠（例如 Long Beach PCT 码头）会否受到影响?

A: 船舶挂靠未受到影响，船舶在港作业正常

3. Q: 美国地区如何提交订舱申请?

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。

4. 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。

5. 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。

6. 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。

7. Q: 出口提箱是否受影响?

A: 出口提箱恢复正常。

8. 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。

9. 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。

10. 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。

11. 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。

12. Q: 如何签发提单?

A: 我们已恢复正本提单签发服务。

13. 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/>)

14. Q: 是否可以正常获取到货通知?

A: 北美地区到货通知可以正常发送, 不受此次网络故障影响。

15. Q: 进口放货是否正常?

A: 进口至基本港和 IPI 的货物的放货服务均已恢复。

16. Q: 发票、支付是否可以正常获取?

A: 北美地区电子发票 (Invoice by email)、支付一切正常, 恢复提供纸质发票。我司银行账号没有变化, 如有疑问请联络我们当地公司。

COSCO Shipping Lines (North America), Inc.
15600 JFK Blvd
Suite 400
Houston, Texas 77032
Attention: Accounts Receivable Department
1-866-830-2550

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2018年8月2日