

Customer Service Guide

Dear valued customer,

In the purpose of enabling more convenient business cooperation, we have prepared this “Customs Service Guide” for your reference.

✓ **Guide to Local Service Agency**

1. Information of Service Window

Address: Weena 280, 3012 NJ Rotterdam
P.O. Box 362, 3000 AJ Rotterdam

Telephone: +31 10 2248400

Office Working Hours: 08.30 – 17.00 hrs

After office hours contacts:

Inward department: +31 6 10964088

Outward department: +31 6 51012264

Equipment department: +31 6 10964094

2. Local website: <http://www.coscon.nl/>

On our local website general information is published, such as: Announcements, Schedules, Conditions, Banking details, Cargo tracing, Local Charges, etc, Please feel free to contact us if more detailed information is required or if you like to discuss specific requirements.

3. Contacts information of sales, customer service and documentation teams:

To ensure prompt reply to any question we have introduced general Email

addresses for the various departments:

sales@coscon.nl	For all sales related matters.
booking@coscon.nl	For all booking requirements
westboundsales@coscon.nl	For all sales & booking information on import shipments.
inward.department@coscon.nl	For information related to import shipments
outward.department@coscon.nl	For information related to outward shipments
ecd@coscon.nl	Container equipment department
demdet@coscon.nl	Demurrage & Detention department
financial@coscon.nl	For information on all financial matters
info@coscon.nl	General information

1. Pre-sales service contact:

We will do our best effort to respect all pending agreements but if changes in conditions, procedures or renewal of contracts are required our sales department will contact you to discuss any changes in time.

For any further information you can contact us by email: sales@coscon.nl

2. Booking Service:

In general the same procedures for Cosco en CSCL will apply but in order to avoid any miscommunication our sales or booking department will inform you on the exact requirements for your specific shipment.

To guarantee equipment availability we kindly request you to contact our booking department as early as possible for shipments of special cargo, such as temperature controlled cargo, project cargo, dangerous goods or high volumes.

For any questions regarding the booking or operational procedures you are kindly requested to send an email with your specific questions to our booking department. Email: booking@coscon.nl

3. Extended Service

Since we are operating many Inland depots in The Netherlands and other European countries we are able to offer attractive pre-carriage arrangements by all transport modalities. Furthermore we will be pleased to support you with any additional service for your export cargo.

Please contact: sales@coscon.nl for further information on our possibilities.

4. Empty Container Pick-up

For all export bookings the empty container pick up details are mentioned on your booking confirmation. However, based on your specific requirements it might be possible to release equipment at another (inland) depot.

If any questions please do not hesitate to contact your dedicated contact person or booking@coscon.nl

5. Return of Full Container

The return details for your full export containers, such as the cargo closing time and terminal information are mentioned on your booking confirmation.

If any questions please do not hesitate to contact your dedicated contact person or booking@coscon.nl

6. Requirements of Local Authorities

In general the same procedures for Cosco en CSCL will apply but we will be

happy to assist you if you have any specific questions, such as for example for the recently introduced regulations for SOLAS / VGM.

For any specific questions you can contact us by email: sales@coscon.nl

7. Submission and Amendment of Shipping Instruction

Shipping instructions can be submitted using many different systems. Of course you can send the Shipping instruction by mail to our office but our Global IT system are also connected with GT Nexus and Intra.

If any questions please contact us at documentation@coscon.nl

8. BL Checking

Before we issue original or sea waybill our documentation team will provide a draft b/l for checking purposes.

If any question please contact us at documentation@coscon.nl

9. Issue of BL

After vessels departure and upon approval on draft b/l we will issue original or sea waybill. Based on your preference Bills of lading can be picked up at our office or we can send the documents to you by normal or registered mail.

10. Issue Invoice

After Bill of Lading procedure is finished the invoice is prepared immediately, it is our target to send our invoice together with the Bill of Lading.

11. Expense Payment

Banking details are mentioned on our invoice and can be found on our

website. If you have any special requirement such as arranging payment in another currency we kindly request you to check possibilities with our financial department. Email: financial@coscon.nl

✓ **Import Service Introduction**

1. Arrival Notice

Our target is to send the Arrival Notice at least 7 days prior vessel arrival. Note that arrival notice is only send to the notify party mentioned on the bill of lading.

2. Process of Import Documentation

Upon request per email to inward.department@coscon.nl we provide our customers the shipment related charges and/or delivery order.

In order to streamline the huge flow of emails we recommend/request customers to advise the mother vessel name in the subject of the message.

3. Requirements of Local Authorities

Local Authorities demand a total overview of cargo (General Declaration) 72 hours prior vessel arrival. We declare this via the Port community system called Portbase.

It can occur that cargo is selected for inspection by Customs. Via standard procedures we inform our customers and arrange these inspections accordingly.

4. Bill of Lading Statement Checking

Before release our inward department monitors if requesting party is the

lawful receiver. In case of seaway bill we verify the right full receiver and in case of original bill of Lading we check the endorsements.

5. Expense Payment

Subject contract conditions payment of outstanding charges before release is mandatory.

6. Issue Invoice

Invoices are available as from the moment the Arrival Notice is send to customers. Invoices are created upon written request from customers.

We are sending invoices by email to customers.

7. Cargo Release

When the Bill of Lading and payment is verified we will release the container accordingly. Delivery order is send by email to right full receiver. At same time the pincode (mentioned on the delivery order) is send via EDI to the terminal.

Written request for release of containers is required by email to:

inward.department@coscon.nl .

Please note that before pick up of the container from the terminal the consignee needs to pre-advise the terminal.

8. Cargo Delivery and Extended Service

We will be happy to arrange additional services such as transport to final destination, transit documents, custom clearance, warehousing or any other service. Based on our volume we are able to offer competitive conditions and we invite you to request for our quotation.

9. Return of empty container

Empty redelivery depot is mentioned on the Delivery Order. Cosco facilitates a few inland depots. Requirement for a depot other than indicated can be requested via our website www.coscon.nl under customer requests.

✓ **Introduction of E-business Service of our Company:**

We encourage our customers to make use of e-business portal at www.coscon.com

This portal offers a wide range of services for registered and non-registered users.

Among others it has following features:

- Cargo tracking
- Sailing Schedule
- Online booking /Shipping instruction submitting.
- B/L Checking
- Submit VGM

For more information or support please contact us at sales@coscon.nl

If there's any update of above information, we will keep you noted. If you have any question, please feel free to contact our local office. You may also contact headquarter by mailing to cs.hq@coscon.com when you encountering difficulty in making contact with our local office.

Our company is ready to provide excellent service to you.