

COSCO Shipping Lines

Frequently Asked Questions



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1. **What is the last free day at rail/terminal?**

Last free day information available on www.coscon.com or Import Notification (INS) provided to Notify Party after vessel discharge or inland rail arrival

2. **What is pickup#?**

Pickup# available on www.coscon.com or Import Notification provided to Notify Party

3. **Where is my container?**

Container real time status available on www.coscon.com

4. **When will my shipment be released from customs exam hold?**

Please have broker contact US Customs direct

5. **How much are rail and terminal storage?**

Rail storage based on Rail Tariff and terminal storage based on COSCO Tariff

6. **Can rail free time be extended?**

Rails will only extend free time if they made an error

7. **How do I pay rail storage?**

User ID required with the various rails and they will provide authorization to guarantee on line

8. **What is the Firms Code at discharge port and name of terminal?**

Firms Code and terminal information available on www.coscon.com and Arrival Notice

9. **What is the Firms Code at inland rail facility?**

Firms Code and rail facility information available on www.coscon.com and Arrival Notice

10. **What is the door delivery schedule?**

Preferred Trucker name and contact information available on www.coscon.com for delivery confirmation

11. **What trucker arranging door delivery and contact information?**

Preferred Trucker name and contact information available on www.coscon.com for delivery confirmation

12. **Has my shipment been freight released? Or why has my shipment been on hold?**

Freight release status is available on www.coscon.com. For further details regarding the hold reason, please send email to naocimport@cosco-usa.com

13. **How do I submit request for IT cancellation?**

Submit IT cancellation request on www.cosco-usa.com; Select from SERVICES drop down

14. **What is the container current rail status?**

Container real time status available on www.coscon.com

15. What is eta to inland destination?

Container real time available on www.coscon.com; Customer's can also trace on rail websites

16. When will arrival notices be sent?

Arrival Notices are sent 5 days prior to vessel arrival

17. What is vessel eta?

Vessel eta available on www.coscon.com

18. Has the vessel arrived and discharged?

Vessel arrival and discharge status available on www.coscon.com

19. Can I pick up cargo while vessel is working?

Cargo availability after discharge is complete

20. What is the IT#?

IT# available on www.coscon.com and Arrival Notice

21. What is CNRU#/IT# or CPRS#/IT#?

CNRU/CPRS/IT# available on www.coscon.com and Arrival Notice

22. What is the Port of Entry for cargo moving on CP Rail?

Port of Entry Code 3403 @ Portal, ND

23. What is the Port of Entry for cargo moving on CN Rail?

Port of Entry Code 3604 @ Rainer, MN

24. How do I submit request for diversions?

Submit Diversion request on www.cosco-usa.com; Select from SERVICES drop down

25. How many free days do I have to return empty container?

US East Coast and Gulf Terminals – First 3 working days; **US West Coast Terminals**-First 4 Working Days; **All US Rail Ramps**-3 working days-as per COSCO tariff

26. After free days expire, what is rate for per diem?

Per Diem rates vary depending on Regions as per COSCO tariff

27. Is the empty container returned?

Container empty return status available on www.coscon.com

28. Can I pay trucker waiting time to COSCO instead of trucker?

Waiting time or detention payable to preferred trucker direct

29. Why are we charged rail storage if free time expire on Sundays?

Free time as per rail tariff and not COSCO tariff

1. **Can I pick up an empty container at another location?**

Yes, subject to equipment availability and ECD's confirmation.

2. **How many free per diem days?**

Three working days for the following (Includes day of interchange):

- New Jersey
- Boston
- Baltimore
- Charleston
- Savannah
- Florida
- Miami
- Norfolk
- Chicago
- Detroit
- New Orleans
- Houston
- Kansas City
- Memphis

Four working days for the following (Includes day of interchange):

- Los Angeles
- Long Beach
- San Francisco
- Oakland
- Seattle
- Tacoma
- Portland

3. **Why can't I increase a booking after the cutoff?**

Due to operational time constraints for vessel stowage and planning purposes, it is not possible to increase a booking after cut-off.

4. **What does it mean when a vessel is closed?**

This means the vessel is booked at full space allocation. However, vessel space fluctuates. You can contact us in the near future to check for open space.

5. **What is my documentation cut-off?**

You can find this information on your booking confirmation or on our website www.coscon.com by 'tracking' your booking.

6. **What is my cargo cutoff date?**

You can find this information on your booking confirmation or on our website www.coscon.com by 'tracking' your booking.

7. **How can I get another booking confirmation?**

Contact our Export Customer Service Department.

8. **Has the vessel departed port of Loading?**
You can find this information on our website www.coscon.com by 'tracking' your booking.
9. **What is the ETA of my booking?**
You can find this information on your booking confirmation or on our website www.coscon.com by 'tracking' your booking.
10. **If my container has a transshipment point, how can I find out if it has sailed on the feeder vessel?**
You can find this information on our website www.coscon.com by 'tracking' your booking.
11. **Has the container been dispatched for my (door) export booking?**
Please contact our Export Customer Service Department.
12. **Has the trucker scheduled the appointment for my (door) export booking?**
Please contact our Export Customer Service Department.
13. **Transit time from Place of Receipt to Final Destination?**
Transit times are available on www.coscon.com in the Inquiry & Subscription menu under Sailing Schedules by City Pairs. A search by Origin City and Destination City will include the Transit Time.
14. **Where can I find information regarding service to my destination?**
You can find this information on our website www.coscon.com. Click on 'Sailing Schedules', 'Inquiry & Subscription' and 'Sailing Schedules'. You can search for service by City Pairs, by Service, or by Vessel.
15. **Where is my pickup location?**
You can find this information on your booking confirmation.
16. **Where is my container?**
You can find this information on our website www.coscon.com by 'tracking' your booking.
17. **Where can I find the ERD (Earliest Receiving Date)?**
You can find this information on your booking confirmation or on our website www.coscon.com by 'tracking' your booking.
18. **How do I submit VGM paperwork?**
VGM's should be submitted on our website www.coscon.com, or you can submit them on your shipping instructions. (Note: VGM must be submitted timely. VGM should be received prior to delivery at terminal, or no later than 2 days after returning to the rail.)
19. **How can I get a copy of my Export BL?**
Contact our Export Documentation Department.
20. **Who is my Sales Representative?**
Contact our Sales Support Department.
21. **Where can I find contacts?**
You can find this information on our website www.cosco-usa.com and click on 'contacts' at the top of the page.
22. **Where can I find vessel information? i.e., flag, year built, etc.**
This information is available on www.coscon.com in the Inquiry & Subscription menu under Vessel Particulars.

1. How much lead time is required for scheduling a delivery or pick up?

We require 24 to 48 hours to schedule delivery or pick up.

2. Where do I get my Pick-Up Number?

- A. www.coscon.com (sign up for pick-up number access).
- B. On COSCO door moves trucker will have pick-up number.
- C. On customer controlled trucking pick-up number will be provided on import notification.
- D. On local shipments use www.coscon.com or contact Houston customer service. (281) 765-6800.
- E. If any difficulty procuring pick-up number please contact Houston customer service (281) 765-6800.

3. Can you deliver my freight and remove the dunnage?

Freight can be delivered, but we require the receiver of the container to make sure container is clean, and all dunnage removed.

4. Can you handle Haz-Mat?

Yes, but there are regulations and procedures to carry this cargo.

- COSCO WILL NOT ACCEPT ANY HAZARDOUS COMMODITIES WHICH ARE CLASSIFIED AS “FORBIDDEN” UNDER THE CODE OF FEDERAL REGULATIONS
- DUE TO THE DIFFERENT RULES OF EACH CARRIER THE FOLLOWING COMMODITY GROUPS REQUIRE EVALUATION AND APPROVAL FROM IBD DEPT PRIOR TO ACCEPTING
 - EXPLOSIVES CLASS 1.1 1.2 1.3
 - POISONOUS GAS CLASS 2.3 W/ZONES A-D
 - POISONOUS MATERIAL 6.1 W/ PACKING GROUP 1
 - INFECTIOUS SUBSTANCES CLASS 6.2
 - RADIO ACTIVE MATERIAL CLASS 7
 - ANY COMMODITY IF POISONOUS BY INHALATION

5. Why didn't my import Omaha container from Seattle move on Sunday? I do not see any holds.

It is possible the container is a 20' and did not have a mate. The container will move the following Sunday. OMA traffic only moves weekly due to small volumes.

6. If my container is on hold and incurs demurrage, will I have to pay it?

Unless otherwise agreed, it is the customer's responsibility to clear all charges and demurrages.

7. My Oakland container has no demurrage or exam holds, but is showing a \$30 fee and is unable to move. What is this fee?

The fee you are seeing is for OICT and it is a terminal gate fee. This is an accessorial terminal charge and must be paid directly to the terminal by the customer. Once it is paid, an appointment will be scheduled for the container to move. To pay fee, contact the terminal 888-898-5893, Option 2.

8. If container(s) are showing “yard location not available” in the terminal system but no other holds or issues, is it permissible to send them to the trucker to schedule an appointment?

Check the terminal for updates. The trucker cannot pick up a container without an appt.

9. If I have a container that needs to move quickly, how do I get COSCO to communicate that to the proper party to put a rush on it?

Customer service will have to request “hot list” thru terminal operations. Hot listing is rare due to huge inventories at the terminals.

10. If my container is moved off site for an exam, do I pay those additional charges to COSCO?

All additional off site exam charges should be paid directly by customer/ broker at exam sites.

11. Why is my Export container delayed at the origin ramp?

Container delayed due to low volume at origin.

12. When will my container be loading the train?

Cleared containers depart within 48 hours after vessel ETD. Exam local clear containers usually depart within 48 hours of release.

Equipment FAQ

1. Where do I return my empty container?

- Click <http://www.cosco-usa.com/fpdb/Services/OpenExcel.aspx> and scroll down until you find your area and size/type.
- Contact information for the different equipment control teams can be found at the top based on the city you are looking for.

2. How do I know if my container is an off hire?

- You should be receiving a notice. If you have not, or just want to be sure, you can search the list we post online at <http://www.cosco-usa.com/fpdb/Services/OnewayOffhireReturns.aspx>.
- If you have any specific questions or concerns, please contact our One-way/Off-hire team at OFFHIRES@COSCO-usa.com.

3. How do I request a street turn?

- www.cosco-usa.com is our one stop shop for everything COSCO. On the right, hold your mouse over the services tab and you can see the drop down list of various different services we can perform at your request.
- Choose street turns.

4. How do I get a genset?

- It all depends on where you are.
- Contact naoceccd@COSCO-usa.com for all East Coast and Gulf locations.
- Contact naocwccd@COSCO-usa.com for all West Coast locations.
- Contact lgbequip@COSCO-usa.com for all Los Angeles/Long Beach locations.

5. Where do I get a chassis and what do I do with it afterwards?

Although COSCO ECD teams will assist the best we can, it is best to contact your chassis provider for chassis related issues.

6. Can I pick up an empty container at another location?

Yes, subject to equipment availability and ECD's confirmation.

7. How many free per diem days?

Three working days for the following (Includes day of interchange):

- New Jersey
- Boston
- Baltimore
- Charleston
- Savannah
- Florida
- Miami
- Norfolk
- Chicago
- Detroit
- New Orleans
- Houston
- Kansas City
- Memphis

Four working days for the following (Includes day of interchange):

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- Long Beach
- San Francisco
- Oakland
- Seattle
- Tacoma
- Portland

Street Turn FAQ

1. **What is a street turn?**

Container that has left a COSCO facility under an import shipment may be reused for an export shipment without first returning them to a terminal, rail ramp or container yard.

2. **How can I submit a Street Turn Request?**

Trucker who picked up container from COSCO facility for import shipment must notify us VIA COSCO website to return container against an export shipment.

3. **Who can submit a Street Turn Request?**

Truckers, this will save the trucker time and fuel cost.

4. **How long is the wait time and approval of Street turn?**

Processing time is up to 4 hrs. (We encourage truckers to submit a request as soon as they decide to use for export to avoid any delays). Once all information is received and approved, a response to approve or deny will be returned via email to the trucker.

5. **Who will be responsible for the per-diem?**

Truckers. Street turn request date we use to stop the import per diem clock & start EXPORT per diem for the trucker who involved on Street turning the container. (COSCO encourages customers to have their truckers pay per-diem to COSCO on time without delays).

Rail Billing FAQ

1. How do I submit Rail Billing?

1. Go to www.cosco-usa.com
2. Find the **SERVICES** Tab.
3. Hover over it until you see COSCO Rail bill request, click it.
4. You will then come to a screen that requires a user name and password.
5. Put in the required information or create one by clicking 'Not Registered? Click here.'
6. Once you get into the rail billing system, please input all of your container information.
 - a. Trucking Company
 - b. Telephone number
 - c. Load/Empty/Cancel
 - d. Rail ramp
 - e. Container number
 - f. Size
 - g. Cargo (FAK,BULK, Metal Scrap, HHG) Note: Hazmat loads should have 'DG' for Cargo
 - h. BBKG-Booking number
 - i. Piece Count
 - j. Seal Number
 - k. Commodity
7. If your container is EMPTY all that is required is a container number, size and return ramp. Check the Empty Returns link for empty return instructions:
(<http://www.COSCO-usa.com/fpdb/Services/OpenExcel.aspx>)

Then select SUBMIT. If the page does not do anything please follow the directions below.

To turn on Compatibility View – For IE 11:

<http://windows.microsoft.com/en-US/internet-explorer/use-compatibility-view#ie=ie-11-win-7>

To add a site to the Compatibility View list:

Open Internet Explorer, click on Tools, and select Compatibility View Settings.

Under Add this website, enter www.cosco-usa.com and click Add.

To turn on Compatibility View – For IE 10:

Click the Compatibility View button to display the site in Compatibility View. (If you don't see the button, there's no need to turn on Compatibility View.)

8. Once you turn on Compatibility View, Internet Explorer will automatically show that site in Compatibility View each time you visit it. You can turn it off by clicking the button again.

Note: Rail billing will not work unless you are using Internet Explorer



2. I submitted Rail Billing and have not heard anything back. How will I know when billing is completed?

Check with the railroad to confirm billing 90 minutes after submitting your rail billing request.

3. I click submit and nothing happens. How do I fix this?

- While in Internet Explorer, follow the instructions below to add www.cosco-usa.com to Compatibility View.
- Click the Tools menu and select Compatibility View settings.
- Under Add this website, enter www.cosco-usa.com, and click Add.