



COSCO SHIPPING Lines (North America) Inc.

Web Booking	Tracking & Tracing	Sailing Schedule	Vessel Particulars	Coscon Website
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COSCO SHIPPING Lines Announces:

- COSCO SHIPPING Lines (North America) Inc. – FreshDesk/Portal Setup for Demurrage/Storage/Detention Requests

July 18, 2019

Dear Valued Customer,

Effective on Monday July 22nd and in an effort to continuously improve the customer service experience, please note that an enhancement to our Customer Support Portal has been added. Customers can now submit disputes regarding **Demurrages / Storages / Detention (Per Diem)** by submitting a ticket through the Portal. As with all Portal tickets, the response times are monitored and escalated automatically. This provides a controlled manner to handle disputes.

Instructions on how to submit dispute tickets are shown below, as well as links to both Customer Support Portals.






COSAG - For LALB area, disputes handling will setup at <https://coscoshippingla.freshdesk.com/support/home>

NAOC - For other areas, disputes handling will setup at <https://coscoshippingna.freshdesk.com/support/home>

Portal selections for Ticket submission on disputes for Demurrage, Storages, Detention/Per Diem:

- Select “Special Request” in the Shipment Type drop menu
- Select “Dispute” in request category
- Select Demurrage / Storage / Detention(Per Diem) in case type menu
- Select direction (Export / Import)
- Enter B/L number reference
- Choose location (Terminal / Rail Ramp)
 - If terminal, it will ask if at Los Angeles/Long Beach? Yes/No selection, which will trigger a hard stop and re-direct COSAG handling to their Portal
- Detention disputes will simply post email address for SHA Per Diem department and re-direct customers there. (SHAPERDIEM@coscon.com)

SUBMIT A TICKET

Requester *	<input type="text" value="Email"/>
Shipment Type *	<input type="text" value="Special Requests"/>
Request Category *	<input type="text" value="Dispute"/>
	Case Type * <input type="text" value="Demurrage"/>
Direction *	<input type="text" value="Import"/>
BL/BKG Number *	<input type="text"/>
Location *	<input type="text" value="Terminal"/>
	Los Angeles/Long Beach? * <input type="text" value="No"/>
Description *	<div style="border: 1px solid #ccc; padding: 5px;"><p>B <i>I</i> <u>U</u>     </p><div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div></div>

If you have any additional questions, please feel free to contact us.

Please contact your COSCO SHIPPING Lines sales representative, our North American Operations Center (NAOC) at 1-866-830-2550 or our Long Beach, CA Service Center at 1-866-502-6726.

Thank you for being a valued customer.

We appreciate your business and continued support.

COSCO SHIPPING Lines (North America), Inc.