

REEFER BOOKING PROCEDURE

冷冻柜订舱流程

Dear all MSC valued clients,
尊敬的 MSC 客户，

For active reefer cargo, please kindly comply with the REEFER booking procedure as following steps:
针对插电冷冻柜货物，请遵照冷冻柜订舱流程安排订舱，具体步骤如下：

- Booking Agent to send Shipping Order via EDI to MSC Shanghai.
订舱代理发送电子订舱至我司。
- Shipper or Booking Agent to send **scanned SO and Reefer Guarantee Letter** (fulfilled with detailed information, with all B/L shipper, booking agent and freight forwarder's stamp) to Sales Team by mail with standard subject "Reefer Booking -V/V- S/O number" and indicate Container Type/Amount/Pick up time in mail body. LOI format can be downloaded from Lindo website:
<http://web.lindomsc.com/show.aspx?CatIDX=91&IDX=125>
发货人或订舱代理须发送'冷冻箱申请保函'和'托书扫描件'至我司销售部。
冷冻箱申请保函须完整填写具体数据和要求，加盖发货人，订舱代理公司及货代公司章。
保函格式可通过联东网站下载：<http://web.lindomsc.com/show.aspx?CatIDX=91&IDX=125>
邮件主题规范为：**Reefer Booking - V/V- S/O number**。邮件内容请注明箱型/箱量/提箱时间。
邮件发送至：

General customers:

Trade Lane	Booking pre-fix	Sales Group Address
Europe + Med + Rea Sea	177F, M, N, E, T	CN177-MSCSHASALESEUR@msc.com
USA/Canada	177P, Q, U	CN177-MSCSHASALESTP@msc.com
South America	177B, G, S, W	CN177-MSCSHASALESLAM@msc.com
East/South/West Africa	177D, Y	CN177-MSCSHASALESCHEETAH@msc.com
Middle East / India & Pak	177C, Z	CN177-MSCSHASALESFAL@msc.com
AUS/New Zealand	177A	CN177-MSCSHASALESAUS@msc.com
Intra Asia	177I	CN177-mscshasalesias@msc.com

Special contracted customers:

	Booking pre-fix	Mail address
For example: ACA/GCA clients etc.	/	CN177-mscshaaca@msc.com

- Sales Team to check rate & equipment availability and internally forward reefer LOI to CS booking team for booking release.

销售部在确认好价格和箱柜情况后，将冷箱保函转发给客服订舱组以便确认订舱。

- Booking team to confirm booking if no other pending reason.

若没有其他单证问题，订舱组会确认订舱通过。

- After space released, Sales team to forward Reefer LOI to Logistics dept for equipment arrangement.

放舱后，销售部发送冷箱保函给箱管进行后续设备安排操作。

- Logistics team to notice depot with passing the E-LOI. (Depot needs at least 2 days to arrange the reefer after receiving the Loi).

箱管发指令给堆场做计划（堆场收到 LOI 后，需要至少 2 天时间进行安排）。

- Client to pick up container against the printed LOI and EIR.

客户凭设备交接单和打印出的电子保函提柜。

- For pre-cooling required containers but cannot be picked up on schedule, customer must notify both sales team(for mail address pls refer to page 1 per trade lane) and logistics team(CN177-MSC-SHA-logistics@msc.com) at least one working day before estimated pick up time, otherwise pre-cooling charge will be on customer's account.

对于需要预冷的箱子，如不能按时提箱或者需要取消提箱计划的，客户必须在预计提箱日前一个工作日，发邮件告知我司销售部(具体邮箱地址见第一页所列)和箱管部(CN177-MSC-SHA-logistics@msc.com)，否则由此产生的预冷费用将由客户自行承担。

If any problem or question, please feel free to contact Sales team. Thanks as always.

如有疑问，请联系我司销售部。感谢您的配合和支持！