

Guidance for Transition to Ocean Alliance (OA)

Service Rollout

As of April 1st 2017, the Ocean Alliance (OA) is now up and running – ready for business. This is clearly an upgrade from the previous CKYE and O3 alliance partners – bringing forth a far superior Alliance partnership covering the main global trades including Trans Pacific, Asia-Europe, Middle East, Red Sea and Transatlantic corridors. During the transition period there will be a consolidation of the previous 45 services from CKYE and O3, to a new 41 service options within the Ocean Alliance Agreement and five services outside the OA. In order to support the rollout and transition from 91 service lanes in total, our customer service team has diligently created the below document as a guideline to ensure a smooth and easy transition to the OA.

1. Q: How do I stay informed about the latest information of Ocean Alliance?

A: The latest information will be published through our official website, please kindly click the link below <http://lines.coscoshipping.com/common/oceanEN.html> ; Interact with us through our official WeChat at ‘COSCO SHIPPING’ (WeChat ID: cosconlines) , you will be among the first to be informed on the latest information of Ocean Alliance.

Should you require more information, please call our Customer Services hotlines **400-960-1919** (in China) for assistance.

2. Q: How do I obtain specific introduction or more information about Ocean Alliance Products?

A: The Ocean Alliance offers 41 services covering Trans Pacific, Europe, Middle East, Red Sea and the Transatlantic. We offer nearly 600 port pairs, more than current 543 port pairs covered by CKYE and O3 Alliance. The Ocean Alliance product offers you unmatched quality services with a wider coverage, better transit time and more convenient direct service options.

For more specific Trade oriented details you and see those by clicking on the links provided below:

Trans-Pacific : <http://lines.coscoshipping.com/OceanUSen.pdf>

Europe & Trans-Atlantic : <http://lines.coscoshipping.com/OceanEUen.pdf>

Middle East and Red Sea : <http://lines.coscoshipping.com/OceanMEen.pdf>

3. Q: Where do I find the long-term schedules for all Ocean Alliance Services?

A: All long-term schedules have been officially announced on our website on the following link: <http://lines.coscoshipping.com/OceanAlliance.pdf>

4. Q :When are specific voyages switching from current service patterns to the new Ocean Alliance services patterns?

A: The below chart details the voyages switching from the last in previous Alliance rotation to the new Ocean Alliance.

Trade	Last Voyage			OA Commencement Voyage		
N. China/Pacific Southwest	CEN	ETA TSN	3/28	CEN	ETA TSN	4/4
	KPSW	ETA KOB	3/28	JPSW	ETA KOB	4/4
C. China/Pacific Southwest	MD1	ETA PKG	3/26	AAC	ETA DLC	4/10
	CPS	ETA TAO	3/30	AAC2	ETA TAO	4/6
	AAC3	ETA SHA	3/29	AAC3	ETA TAO	4/3
	PSW4	ETA TAO	3/31	AAC4	ETA NGB	4/8
S. China/Pacific Southwest	CCC	ETA NSH	4/1	AAS2	ETA FUG	4/9
	YPSW	ETA HKG	3/25	AAS	ETA SHK	4/2
	AAS2	ETA FUG	3/31	SEA	ETA XMN	4/4
				AAS3	ETA TPE	4/10
			AAS4	ETA YTN	4/8	
South East Asia/Pacific Southwest	MD1	ETA PKG	3/26	SEA2	ETA PKG	4/5
Pacific Northwest	ANW1	ETA PKG	3/28	MPNW	ETA YTN	4/10
	CMEX	ETA SIN	3/30	CPNW	ETA SIN	4/6
	YPNW	ETA NGB	3/25	EPNW	ETA TAO	4/5
	KPNW	ETA KHH	3/27	OPNW	ETA SHK	4/8
Asia/East Coast North America	NUE	ETA TAO	3/28	AWE1	ETA TAO	4/5
	AWE2	ETA TAO	3/27	AWE2	ETA TAO	4/2
	AWE3	ETA HKG	3/25	AWE3	ETA HKG	4/7
	AWE8	ETA XMN	3/29	AWE4	ETA XMN	4/4
	AAE1	ETA NGB	3/28	AWE5	ETA HKG	4/5
Asia/U.S. Gulf	GME	ETA SHA	3/26	GME	ETA SHA	4/2
	AAE2	ETA HKG	3/28	GME2	ETA SIN	3/30
Asia - Europe	NE2	ETA HKG	3/31			
	NE3	ETA TSN	3/26	AEU3	ETA TSN	4/2
	NE5	ETA KHH	3/26	AEU5	ETA KHH	4/1
	NE7	ETA XMN	3/27	AEU7	ETA NGB	4/1
	AEX1	ETA TAO	3/24	AEU1	ETA SHA	4/2
	AEX7	ETA SHA	3/29	AEU6	ETA NGB	4/6
	FAL1	ETA TSN	3/22	AEU2	ETA TSN	3/30
Asia - Mediterranean services	MD1	ETA TAO	3/25			
	MD2	ETA XMN	3/26			
	FEM	ETA TAO	3/30	AEM5	ETA TAO	4/6
	AMX1	ETA TAO	3/26	AEM1	ETA TAO	4/3
	MEX1	ETA TAO	3/28	AEM2	ETA TAO	4/2
				AEM6	ETA SHA	4/6
	BEX	ETA PUS	3/26	AEM3	ETA PUS	4/2
Asia - Middle East	AMA	ETA TSN	3/22	MEX4	ETA TSN	4/5
	APG	ETA SHA	3/27	MEX5	ETA SHA	4/3
	CMEX	ETA TAO	3/31	MEX	ETA SHA	4/7
	MEX	ETA SHA	3/26	MEX2	ETA LYG	4/6
	CGX	ETA TAO	3/21	MEX3	ETA TAO	4/5
				MEX6	ETA SHA	4/12
Asia - Red Sea	RES1	ETA SHA	3/26	RES1	ETA SHA	4/2
	FRX	ETA SHA	3/23	RES2	ETA SHA	4/5
	RES3	ETA SHA	3/29	RES3	ETA TSN	4/14
	AMX1	ETA SHA	3/31			
Transatlantic	TAE	ETA ANR	3/27	TAE	ETA SOU	4/1
	MENA	ETA MLA	3/29	MENA	ETA MLA	4/5
				EAG	ETA LEH	4/2

5. Q: Whether customer' s cargo delivery on the last voyage of previous alliance can be arranged properly?

A: From the beginning of April, COSCO SHIPPING Lines will apply better liner services to all customers.

All inbound cargo will be arranged with safe delivery as usual even on the last voyage during the transition period. During the transition of alliance, possibly few shipments may be affected by the transition. COSCO SHIPPING Lines will do the best to ensure a smooth transition between old and new routes, and we have appointed a professional team to take this responsibility.

We promise to fulfill our responsibilities on cargo delivery. Your entrustment is our duty.

You can search delivery information through cargo tracking platform on our company' s website, and the link as below:

<http://elines.coscoshipping.com/NewEB/home.html>

6. Q: Why are there some vessel name shown as" To Be Advised" (TBA)?

A: During the transition period of Ocean Alliance, some of the vessel names, voyages, piers or rotations are not yet finalized. For these vessel schedules, HQ has maintained virtual ones in IRIS2 for advanced bookings and later will update the schedules once the information has been finalized.

7. Q: What to do with vessel name as TBA?

A: During the transition period, rejecting bookings at random is not permitted. Relevant problems should be confirmed according to procedure and reported to HQ for resolution. Customer service staff should accept our client bookings as per usual and update the vessel voyage once the information is determined and inform customers in a timely manner.

8. Q: What are the differences to notice if I want to make booking during the transition period? How do I know it will be handled properly?

A: To avoid interruption to our clients shipping arrangement during this transition period, we have already made internal adjustments. You can easily make booking as usual and we will ensure a timely connection, a quick and accurate booking response and full customer satisfaction. According to the schedules of different services, the transition period is expected to last six to eight weeks in total. All Ocean Alliance services have been opened for booking. We ensure that all booking availability in the following three months on rolling basis in order to provide a continuous and stable service package.

9. Q : How do I solve an emergency matter, i.e. no available routing or the lack of services information? How do I get a quick solution?

A : In case of any emergency, please feel free to make contact with our special customer service team listed below in each specific trade sector.

Emergency window in Shanghai HQ

Divison	Contact Person	E-mail address	Telephone no.
Customer Service Div.	Mr Wang Lei	wanglei@coscon.com	86-21-35124888ext:2608
	Mr Sun Tianyun	sunty@coscon.com	86-21-35124888ext:2626
America Trade Div.	Mr Gu Jun	gujun1@coscon.com	86-21-35124888ext:2925
Europe Trade Div.	Mr Gu Xiaodan	guxd@coscon.com	86-21-35124888ext:2847
Latin America Trade Div.	Mr Qiu Yiqi	qiuyq@coscon.com	86-21-35124888ext:2006
Asia Pacific Trade Div.	Mr Li Pengcheng	lipc@coscon.com	86-21-35124888ext:2509
	Mr Ma Minchuan	mamch@coscon.com	86-21-35124888ext:2511
Marine Operating Div.	Mr Kevin Zhong	zhongm@coscon.com	86-21-35124888ext:3027
Procurement Administration Div.	Mr Zhu Jiangjiang	zhuji@coscon.com	86-21-35124888ext:1522
Network& Planning Div.	Capt He Yibao	Heyb@coscon.com	86-21-35124888ext:2569
	Ms Chai Yuan	chaiyuan@coscon.com	86-21-35124888ext:2564
Financial & Accouting Div.	Mr Zhu Mingle	zhulm@coscon.com	86-21-35124888ext:2768

– More Emergency window in China

Office	Public E-mail address
Headquarter office	cs.hq@coscon.com
Dalian	cs.dalian@coscon.com
Tianjin	cs.tianjin@coscon.com
Qingdao	cs.qingdao@coscon.com
Shanghai	cs.shanghai@coscon.com
Ningbo	cs.ningbo@coscon.com
Wuhan	cs.wuhan@coscon.com
Xiamen	cs.xiamen@coscon.com
South China	cs.southchina@coscon.co
Hainan	cs.hainan@coscon.com

– You can also contact our oversea offices through below links.

<http://lines.coscoshipping.com/contact/>

Please feel free to contact us if there are any additional questions.

Thanks a lot for your support to COSCO Shipping!