



COSCO SHIPPING Lines (North America) Inc.

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COSCO SHIPPING Lines Announces:

- Hurricane Harvey Update

(Details for All Listed Below)

August 28, 2017

Dear Valued Customer,

As this storm continues to cause major flooding in all of **South** and **Southeast Texas** we will see major delays in moving containers. These areas include: **Houston** and **San Antonio**. All ship and terminal operations at the Port of Houston have been stopped. The Union Pacific has announced an embargo on all rail traffic into and out of Houston for the next few days.

Houston, as you may know, is the location of our North America Operations Center and as such this storm will cause delays in our ability to handle your cargo throughout the United States and Canada. We will have many of our staff, up to 60%, working off site and will handle each and every email and phone call as quickly as possible. This is something we plan and practice throughout the year.

We ask that you still reach out to your normal contact here at the NAOC and if you need additional assistance you can contact our offices in Long Beach at 1 866 502 6726 and our COSCO Vancouver office at 1 604 689 8989. Barring any major infrastructure failure we hope to be fully staffed on Wednesday, August 30th.

We ask that everyone that can, please use COSCON.COM to make your bookings and trace cargo to check the current status of your cargo. If you are a certified user, you will have the ability to see the same status updates that we see. We encourage anyone that can, to sign up to be a certified user in the future.

We will also post updates on our website [COSCO-USA.COM](https://cosco-usa.com) . This site also has our contact information for Rail Billing, Empty Container returns, Import diversions etc. We will do everything possible to keep you informed.

Some additional contact information:

Export Cargo Customers: Please place all booking request on line if possible, [COSCON.COM](https://coscon.com). Email Booking requests should be sent to email address: NAOCnewbookings@cosco-usa.com.

Import Cargo Customer: please ensure you are a certified user on our web site [COSCON.COM](https://coscon.com) and you can review all necessary items on line.

Payments/Accounting: We encourage all money to be wire transferred for all payments at this time. "Wire /ACH Account: 722619616 Instructions Routing# or ABA # ACH Only 111000614, Routing # or ABA # Wire Transfer only 021000021, SWIFT BIC CHASUS33, **Beneficiary:** COSCO SHIPPING Lines (North America) Inc. As agents for COSCO SHIPPING. Bank Address: JP Morgan Chase, One Chase Manhattan Plaza, Floor 7, New York, NY 10005
At this time we are seeing major delays at the airport and we do not know at this time if the courier services will be able to deliver documents to us.

Rail billing and street turn request should still be sent through the normal channels online at [COSCO-USA.COM](https://cosco-usa.com)

Equipment Control questions/concerns please send through normal email channels.

Thank you for your patience while we ensure the safety of our employees during this difficult situation.

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 for bookings and availability.

Thank you for being a valued customer.

We appreciate your business and continued support.

COSCO SHIPPING Lines (North America), Inc.

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