



EXPORT ON-BOARDING KIT

March 2024



Thank you for choosing MSC Philippines

Dear Valued Customer,

**It is our pleasure to meet and welcome you! We thank you for giving us the opportunity to work together.
On behalf of MSC Philippines, I would like to welcome you to On Boarding Package.**

Attached here are the documents needed for ensuring a smooth and seamless first customer experience with us.

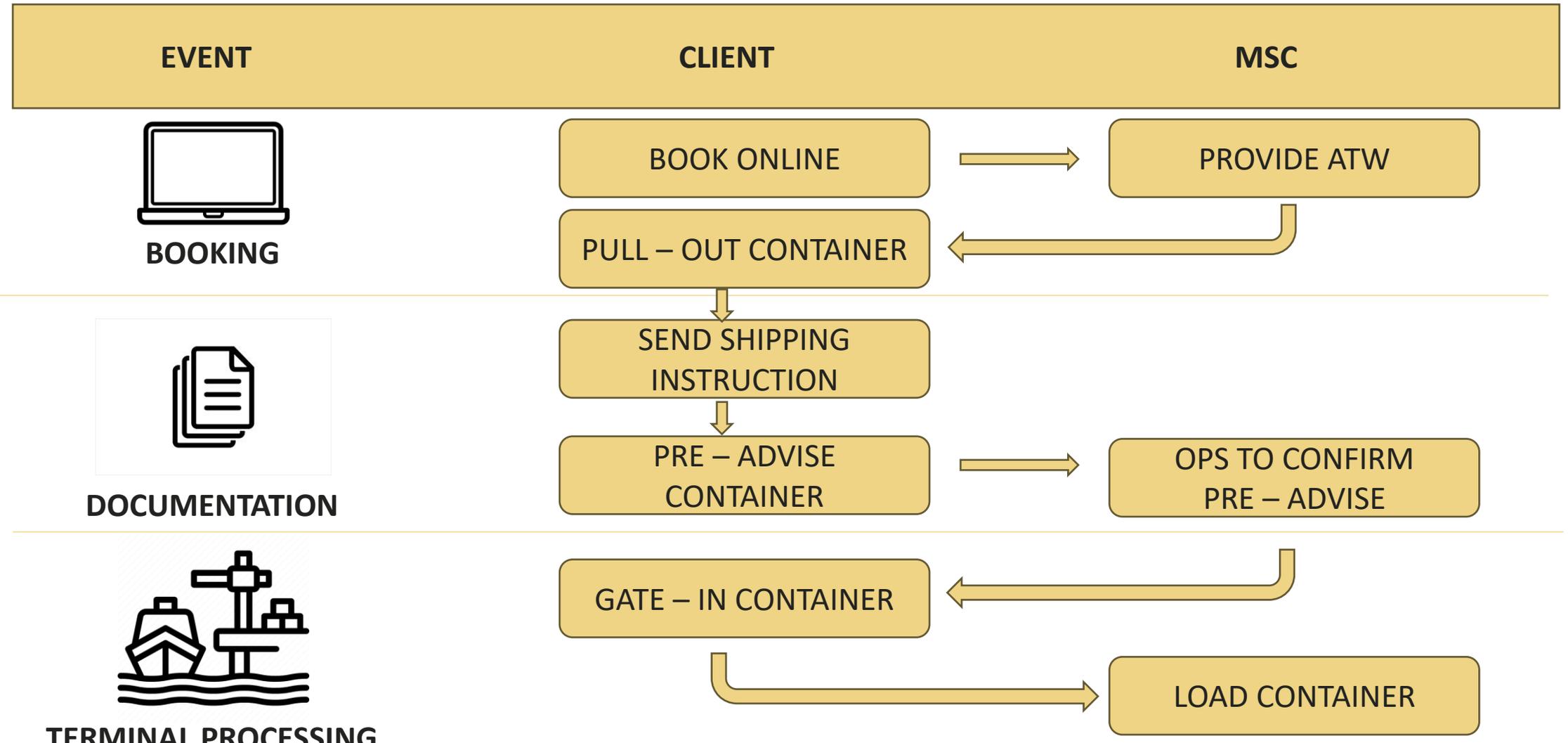


Customer Contact Directory:

- Export CS: PH005-exportcs.manila@msc.com
- Export Documentation: PH005-exportdoc.ph@msc.com
- Sales: PH005-sales@msc.com
- Finance: PH005-financemanila@msc.com
- For Official Receipt: PH005-cashier@msc.com
- For Customer Service:
Trunk Line: +63 2 84651200



EXPORT PROCESS





IMPORTANT REMINDERS

Please ensure your Service Contract Number (SCN) from your Sales/Account Manager to capture the correct rates upon booking process.

1. Please submit your Form 2303 with TIN number to our Sales for your company to be updated in system.
2. Sales will confirm and provide the rates and Service Contract Number. The SCN is important to ensure proper rates will be captured once booked.
3. Have successfully registered online to process the booking through our website.
4. If you need further assistance, please call our customer service at +63 2 84651200.



Welcome to myMSC

Sign in Email

Next

No account yet?

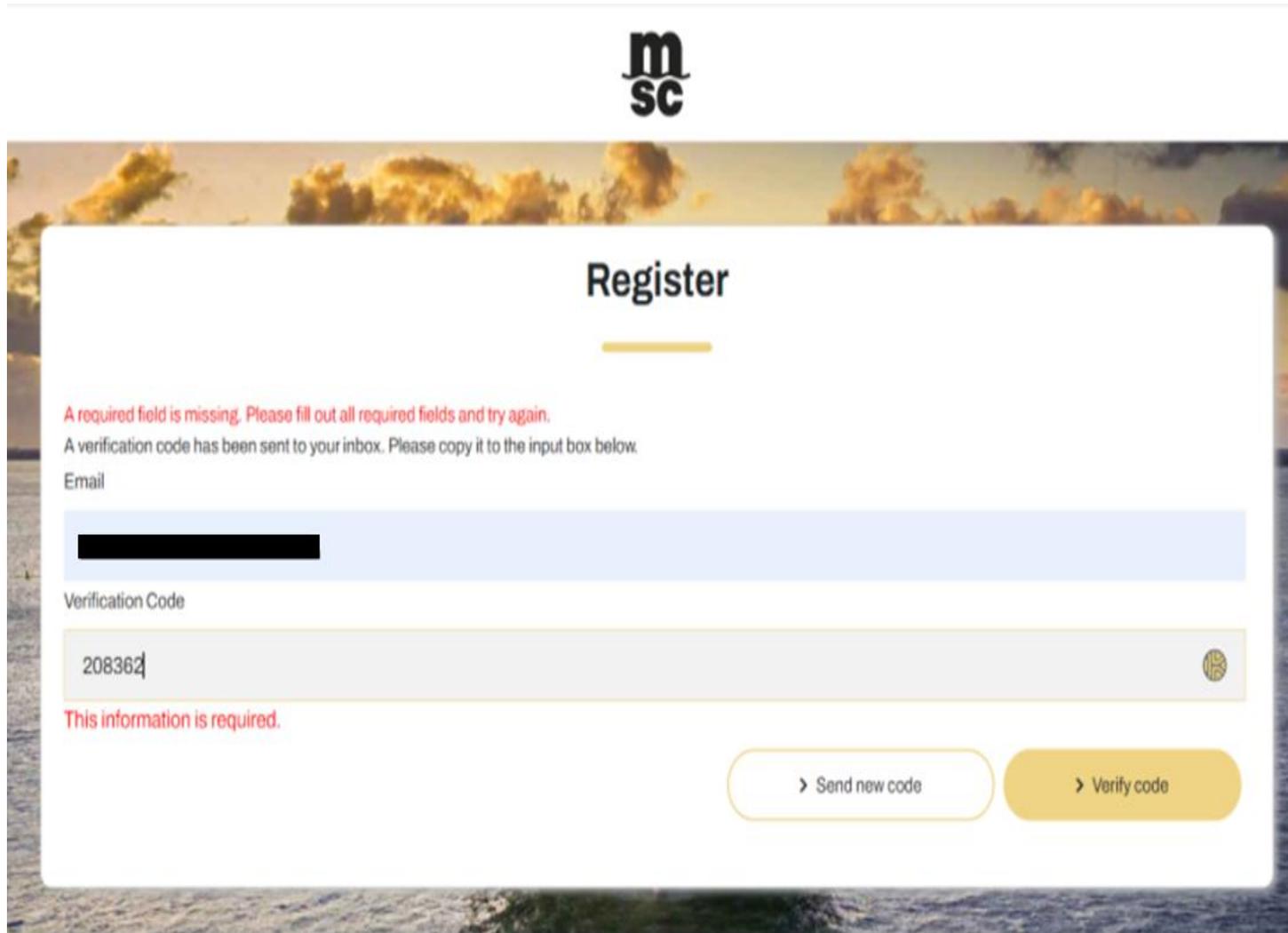
Sign Up Now

Step 1

- Click “Sign Up Now” on the MyMsc.com homepage
- Provide your business email address

In few clicks you will be able to:

- 🔍 **Search, save & review** your Instant Quote
- 🔔 Receive up-to-date **alerts & notifications**
- 📦 **Manage** all your **shipments**
- 📱 24/7 access from **all your devices**



The screenshot shows the MSC registration page. At the top center is the MSC logo. Below it, the word "Register" is displayed in a large, bold font, underlined with a yellow bar. A red error message reads: "A required field is missing. Please fill out all required fields and try again." Below this, a message states: "A verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: "Email" and "Verification Code". The "Email" field is currently empty and highlighted with a blue border. The "Verification Code" field contains the number "208362" and is highlighted with a yellow border. Below the "Verification Code" field, another red error message reads: "This information is required." At the bottom of the form, there are two buttons: "Send new code" (white with a yellow border) and "Verify code" (yellow).

Step 2

- Fill in email address and click “Send Code”
- Input the verification code from msonlineserviceteam@microsoft.com

Step 3

- Input the code from the email and click “Verify Code”
- Fill in your details and company information and click “Create”.

Welcome to your **Dashboard!**

The below details show your activities in t

Quotes

0

Active: 0
Expiring Soon: 0
Expired: 0

View all >

eBooking

1

Cancelled: 1
Pending: 0
Confirmed: 0
eSI Created: 0
Contact Agency: 0
Others: 0

View all >

Shipping Instructions

0

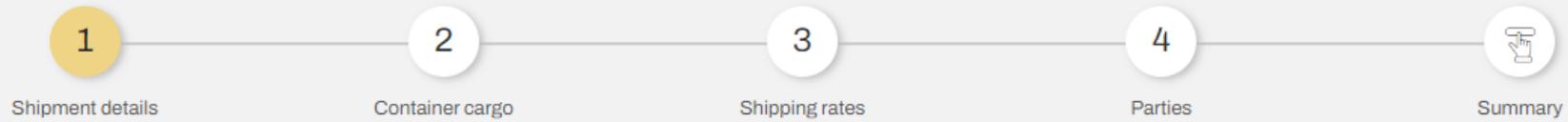
Updated from Agency: 0
Draft: 0
Sent to MSC: 0
Pending: 0
Approved: 0
Contact Agency: 0
Others: 0

View all >

Documents

Bill of Lading
Booking Confirmation
Invoice
Arrival Notice

Once logged in click **“eBooking”**



Booking office*

(PH) PHILIPPINES

Port of load*

MANILA NORTH HARBOUR [PHMNN]

Port Door

Sailing schedule*

ETD ETA

16 Apr 2024

Port of discharge*

LONG BEACH [USLGB]

Port Ramp / barge Door

> Search Schedule

Fill in your shipment's details – Port of Loading, Port of Discharge then click “Search Schedule”

BOOK SHIPMENTS ONLINE



eBooking

MSC

Instant Quote eBooking Dashboard Notifications Help EN

Port of load*
MANILA NORTH HARBOUR [PHMNN]
Port Door

Port of discharge*
LONG BEACH [USLGB]
Port Ramp / barge Door

> Search Schedule

Vessel / voyage MSC DURBAN IV/HI412R	ETD 30 Mar 2024 12:00	ETA 26 Apr 2024 08:00	Service ORIGAMI	Est T.T 27	Route type Transhipment	> Select VIEW DETAILS >
Vessel / voyage MSC DURBAN IV/HI412R	ETD 30 Mar 2024 12:00	ETA 30 Apr 2024 07:23	Service ORIGAMI	Est T.T 31	Route type Transhipment	> Select VIEW DETAILS >
Vessel / voyage TBN/TBN	ETD 02 Apr 2024 18:00	ETA 27 Apr 2024 08:00	Service COMMERCIAL FEEDER	Est T.T 26	Route type Transhipment	> Select VIEW DETAILS >

In sailing schedule, you can click “**View Details**” for more information specific sailing schedule

- Input Container cargo details, client have option to select “Yes” if shipment is SOC
- If you wish to add container you may also click “>Add container” button
- Then click arrow next button to proceed to stage 3 of booking



Shipment rates basis

Service contract number	Tariff	Quotation number
-------------------------	--------	------------------

Service contract number *

Type of payment requested *

Prepaid	Collect	Payable elsewhere
---------	---------	-------------------

NOTE: Certain charges at Origin and/or at Destination must follow the terms of payment of the freight (e.g. CDD, CGS, EBS, ERC, PAD...).

The applicability can be subject to specific regulations depending on the port or country. Therefore the requirements selected at this stage may be revised by the MSC Agency if they are not in accordance with applicable rules.

For any additional or more specific requirements, please indicate them in the comment section of the Summary page.

In stage 3, ensure that you have your service contract number and type of payment then you may proceed to click arrow next

BOOK SHIPMENTS ONLINE



1 Shipment details — 2 Container cargo — 3 Shipping rates — 4 Parties — Summary

Shipment rates basis

Service contract number	Tariff	Quotation number
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Quotation number *

Type of payment requested *

Prepaid	Collect	Payable elsewhere
---------	---------	-------------------

Enter a location *

singā	x	▼
Singapore , Singapore		

NOTE: Certain charges at Origin and/or at Destination must follow the terms of payment of the freight (e.g. CDD, CGS, EBS, ERC, PAD...).

The applicability can be subject to specific regulations depending on the port or country. Therefore the requirements selected at this stage may be revised by the MSC Agency if they are not in accordance with applicable rules.

For any additional or more specific requirements, please indicate them in the comment section of the Summary page.

< >

In stage 3, ensure that you have your service contract number and type of payment then you may proceed to click arrow next

BOOK SHIPMENTS ONLINE



Progress bar: 1 Shipment details, 2 Container cargo, 3 Shipping rates, 4 Parties (highlighted), Summary

Parties

Booking Client (highlighted)

Shipper

Forwarder

Notify

Second Notify

Consignee

Invoicing Company

Booking reference

Company name*

Contact details

Name

Phone number*

Email*

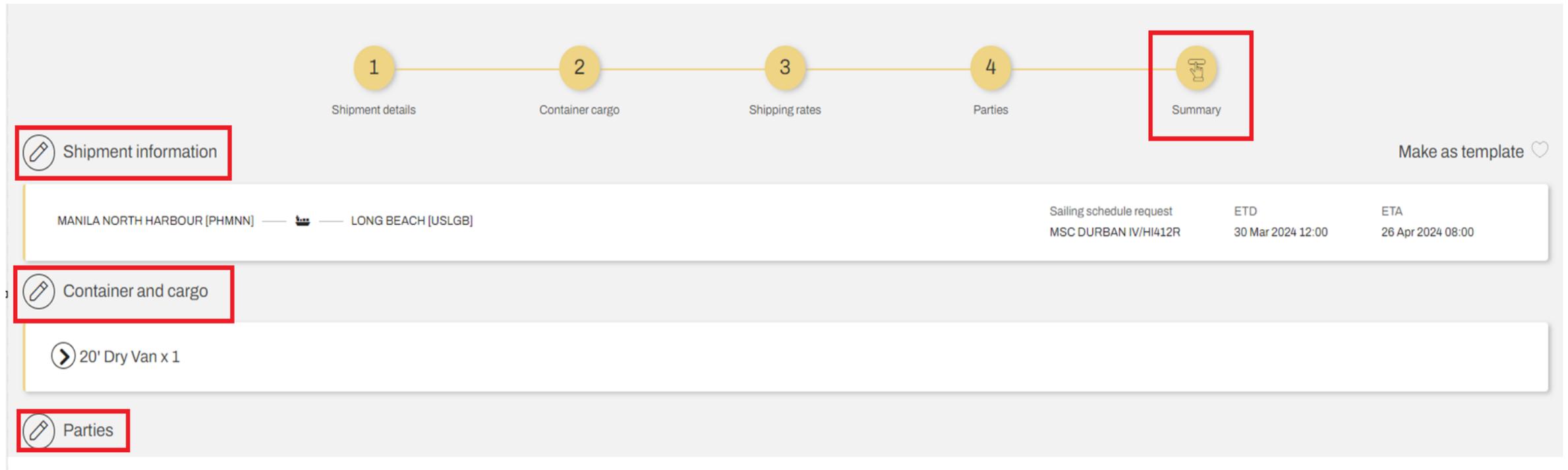
Fax

Navigation: < > (highlighted)

In stage 4, you need to fill in all the parties' details as needed:

- Booking Client, Shipper, Forwarder, Notify, Second Notify, Consignee & Invoicing Company

Once you provided all the details, please click arrow next for the last part of booking stage



1 Shipment details 2 Container cargo 3 Shipping rates 4 Parties 5 Summary

Shipment information [Make as template](#) 

MANILA NORTH HARBOUR [PHMNN] —  — LONG BEACH [USLGB]

Sailing schedule request	ETD	ETA
MSC DURBAN IV/HI412R	30 Mar 2024 12:00	26 Apr 2024 08:00

Container and cargo

20' Dry Van x 1

Parties

Stage 5 – Summary, here you will need to review all the details you provided from:

- Shipment information until Parties
- You may edit per section by clicking the pencil icon along the category of each stage

Shipping rates

Service contract number 12345	Type of payment Prepaid
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Customer comments

Comment

Multiple booking

By entering a number here (from 1 to 50), you can create the indicated number of identical bookings. All bookings will be submitted with the same details you have entered.

- 1 + 

Cargo Protection

MSC Extended Protection
Want to protect your cargo against financial losses? Look no further!
Our solution is designed with a pick-and-choose mindset, offers an extra layer of protection for the total or partial value of your cargo. It is easy to price, easy to book and with an easy claims resolution process.
Benefit from one-stop-shop approach for more efficient, personalised solutions, along with simple and competitive pricing. You can check if your shipment meets the basic requirements, in our [terms and conditions](#).
Shipping fresh food? We've got you covered with a specialized solution.

Yes, I want to add MSC Extended Protection to my booking. By doing so, I acknowledge receipt and accept the [MSC Extended Protection terms and conditions](#).

 You can check our Cargo Protection Tariff Rates [here](#). Please note the service is subject to [restrictions](#).

  **> Submit**

On the summary part, you may also see the **Cargo Protection** that serves as MSC Extended Protection. You may still **“Submit”** the booking without ticking this small box that allows us that you want to avail this Cargo Protection. Nonetheless, if you wish to have your shipment protected you may tick the box and click **“Submit”**

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