

# REEFER BOOKING PROCEDURE 冷冻柜订舱流程

Dear all MSC valued clients,  
尊敬的 MSC 客户,

For reefer cargo, please kindly comply with the REEFER booking procedure as following steps:  
针对冷冻柜货物, 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 both B/L shipper and booking agent's stamp) to Shanghai Sales Reefer Team ([CN177-mscshareefer@msc.com](mailto:CN177-mscshareefer@msc.com)) 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'至我司销售部冷冻柜小组。

冷冻箱申请保函须完整填写具体数据和要求, 加盖发货人及订舱代理公司章。

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: [CN177-mscshareefer@msc.com](mailto:CN177-mscshareefer@msc.com)

- Shanghai Sales Reefer Team to give approval to sender meanwhile passing to related CSR.  
销售部冷柜小组给予将确认邮件连同电子附件发给相关客服人员。

- CSR to check equipment availability, then pass to CS booking team.  
客服人员确认箱柜情况, 然后把确认邮件连同电子附件传递给订舱组。

- Booking team to confirm booking if no other pending reason and pass the E-LOI to EQT team.  
若没有其他单证问题, 订舱组会确认订舱通过, 同时连同电子附件一起通知箱管。

- EQT team to notice depot with passing the E-LOI.  
箱管发指令给堆场做计划。

- 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 booking team([CN177-MSCSHABooking@msc.com](mailto:CN177-MSCSHABooking@msc.com)) and EQP team([CN177-MSC-SHA-logistics@msc.com](mailto: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, 发邮件告知我司订舱部([CN177-MSCSHABooking@msc.com](mailto:CN177-MSCSHABooking@msc.com))和箱管部([CN177-MSC-SHA-logistics@msc.com](mailto: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 Reefer team. Thanks as always.  
如有疑问, 请联系我司销售部冷冻柜小组。感谢您的配合和支持!