



# COSCO SHIPPING Lines (North America) Inc.

\*Please read below carefully and address your emails to the proper departments based on your inquiry. Do not send emails to multiple addresses, as it will only further delay responses. Our internal departments will forward to additional parties if necessary \*

## North America Operation Center - Houston, TX - (866) 830-2550

### IMPORT

Customer Service Inquiries	<a href="mailto:naocimport@cosco-usa.com">naocimport@cosco-usa.com</a>	Ext. 5320
Door Delivery Inquiries	<a href="mailto:naocibdimpdors@cosco-usa.com">naocibdimpdors@cosco-usa.com</a>	
Documentation (Piece count changes, IT cancellations, diversions)		
East Coast - Boston, Charleston, New York, Norfolk, Savannah, Wilmington	<a href="mailto:naocimportdoc@cosco-usa.com">naocimportdoc@cosco-usa.com</a>	
Gulf Coast - Houston	<a href="mailto:naocgulimportdoc@cosco-usa.com">naocgulimportdoc@cosco-usa.com</a>	
West Coast - Canada, Oakland, Portland, Seattle, Tacoma	<a href="mailto:naocwcimportdoc@cosco-usa.com">naocwcimportdoc@cosco-usa.com</a>	

### EXPORT

*For faster booking service, book online at [www.coscon.com](http://www.coscon.com)*

NEW BOOKINGS - (General and Hazardous Cargo)	<a href="mailto:naocnewbookings@cosco-usa.com">naocnewbookings@cosco-usa.com</a>	Ext. 5321
General Customer Service Inquiries - (including booking edits, rolls, changes)	<a href="mailto:naocexport@cosco-usa.com">naocexport@cosco-usa.com</a>	
NEW BOOKINGS - (Reefer and Oversize Cargo)	<a href="mailto:naocspecializedbkg@cosco-usa.com">naocspecializedbkg@cosco-usa.com</a>	
Reefer, Hazardous and Oversize general inquiries - (includes booking edits, rolls, changes)	<a href="mailto:essp@cosco-usa.com">essp@cosco-usa.com</a>	
Traffic for U.S. East and Gulf Coast Ports (NYC, CHS, SAV, WILM, BOS, NOR, MOB, MIA, HOU)	<a href="mailto:naoceastcoastgulf@cosco-usa.com">naoceastcoastgulf@cosco-usa.com</a>	
Traffic for U.S. West Coast Ports (OAK, SEA, TAC)	<a href="mailto:naocwestcoast@cosco-usa.com">naocwestcoast@cosco-usa.com</a>	
DOCUMENTATION - (All U.S. & Canada Load Ports except LGB/LAX)		Ext. 5324
New Masters, Revisions, and AES/EEI numbers	<a href="mailto:masterbill_sdc@coscon.com">masterbill_sdc@coscon.com</a>	
Diversion Requests	<a href="mailto:gscdivissue@coscon.com">gscdivissue@coscon.com</a>	
B/L Release Requests (All U.S. customers outside of LGB/LAX area)	<a href="mailto:naocexpdoc@cosco-usa.com">naocexpdoc@cosco-usa.com</a>	

### EQUIPMENT

Railbilling & Street Turn Requests	<a href="http://www.cosco-usa.com">http://www.cosco-usa.com</a> then click on the 'services' tab	
Empty Returns	<a href="http://www.cosco-usa.com/fpdb/Services/OpenExcel.aspx">http://www.cosco-usa.com/fpdb/Services/OpenExcel.aspx</a>	
One-Way/Off-Hire instructions	<a href="http://www.cosco-">http://www.cosco-</a>	
LAND TEAM 1 - West Coast Tacoma, Portland, Salt Lake City, Seattle)		(Denver, Oakland,
Equipment Issues	<a href="mailto:naocwcecd@cosco-usa.com">naocwcecd@cosco-usa.com</a>	Ext. 5396
Doors (above areas + LGB/LAX),(Denver, Oakland, Tacoma, Portland, Salt Lake City, Seattle)	<a href="mailto:naocwc@cosco-usa.com">naocwc@cosco-usa.com</a>	Ext. 5385
LAND TEAM 2 - East and Gulf Coasts Birmingham, Boston, Charleston, Charlotte, Dallas, East St. Louis, El Paso/Santa Teresa, Houston, Huntsville, Jacksonville, Kansas City, Laredo, Memphis, Miami, Mobile, New Orleans, New York, Norfolk, Pittsburgh, San Antonio, Savannah, Tampa, Wilmington)		(Atlanta, Baltimore,
Equipment Issues - New Orleans, Mobile, Houston, San Antonio, Laredo, Santa Teresa, Dallas, Kansas City, Memphis	<a href="mailto:naocgeqpd@cosco-usa.com">naocgeqpd@cosco-usa.com</a>	Gulf - Ext. 5395
Equipment Issues - Boston, New York, Baltimore, Norfolk, Wilmington, Charleston, Charlotte, Atlanta, Savannah, Jacksonville, Huntsville, Pittsburgh, Miami	<a href="mailto:naocececd@cosco-usa.com">naocececd@cosco-usa.com</a>	E/C - Ext. 5394
DOORS (Atlanta, Baltimore, Birmingham, Boston, Charlotte, Huntsville, Jacksonville, Miami, New York, Norfolk, Savannah, Tampa, Wilmington)	<a href="mailto:naocecdors@cosco-usa.com">naocecdors@cosco-usa.com</a>	Ext. 5346
DOORS (Dallas, East St. Louis, El Paso/Santa Teresa, Houston, Kansas City, Laredo, Memphis, Mobile, Nashville, New Orleans, Omaha, San Antonio, St. Louis)	<a href="mailto:naocqulfdors@cosco-usa.com">naocqulfdors@cosco-usa.com</a>	Ext. 5199
LAND TEAM 3 - Midwest Falls, Cincinnati, Cleveland, Columbus, Detroit, Elwood, Indianapolis, Louisville, Maple Heights, Minneapolis, Nashville, Omaha, St. Louis)		(Chicago, Chippewa
Equipment Issues	<a href="mailto:naocmwecd@cosco-usa.com">naocmwecd@cosco-usa.com</a>	Ext. 5395
Doors	<a href="mailto:naocmdw@cosco-usa.com">naocmdw@cosco-usa.com</a>	Ext. 5199

### ACCOUNTING

Import Freight Cashier	<a href="mailto:hovacctg@cosco-usa.com">hovacctg@cosco-usa.com</a>	Ext. 5330
Export Release Freight Cashier	<a href="mailto:kschall@cosco-usa.com">kschall@cosco-usa.com</a> ; <a href="mailto:kwashing@cosco-usa.com">kwashing@cosco-usa.com</a>	Ext. 5331
Wire / ACH Inquiries (Freight Release)	<a href="mailto:smcdonald@cosco-usa.com">smcdonald@cosco-usa.com</a> ; <a href="mailto:lgonzale@cosco-usa.com">lgonzale@cosco-usa.com</a> ; <a href="mailto:zhihui@cosco-usa.com">zhihui@cosco-usa.com</a>	
Collections Coordinators	<a href="mailto:htahir@cosco-usa.com">htahir@cosco-usa.com</a> ; <a href="mailto:scampos@cosco-usa.com">scampos@cosco-usa.com</a> ; <a href="mailto:cflake@cosco-usa.com">cflake@cosco-usa.com</a> ; <a href="mailto:yliu@cosco-usa.com">yliu@cosco-usa.com</a> ; <a href="mailto:jsitu@cosco-usa.com">jsitu@cosco-usa.com</a>	
Payables - NJ	<a href="mailto:lburns@cosco-usa.com">lburns@cosco-usa.com</a> ; <a href="mailto:jjacela@cosco-usa.com">jjacela@cosco-usa.com</a> ; <a href="mailto:rminiach@cosco-usa.com">rminiach@cosco-usa.com</a>	

### INSIDE SALES

	<a href="mailto:naocinsidesales@cosco-usa.com">naocinsidesales@cosco-usa.com</a>	Ext. 5323
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