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.

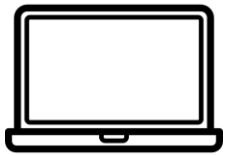
Attached here are the documents needed for ensuring a smooth and seamless first customer experience with us.

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

EVENT	CLIENT	MSC
 BOOKING	BOOK ONLINE	PROVIDE ATW
	PULL – OUT CONTAINER	
DOCUMENTATION	SEND SHIPPING INSTRUCTION	
	PRE – ADVISE CONTAINER	OPS TO CONFIRM PRE – ADVISE
TERMINAL PROCESSING	GATE – IN CONTAINER	
		LOAD CONTAINER

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PRE-BOOKING CHECKLIST

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.

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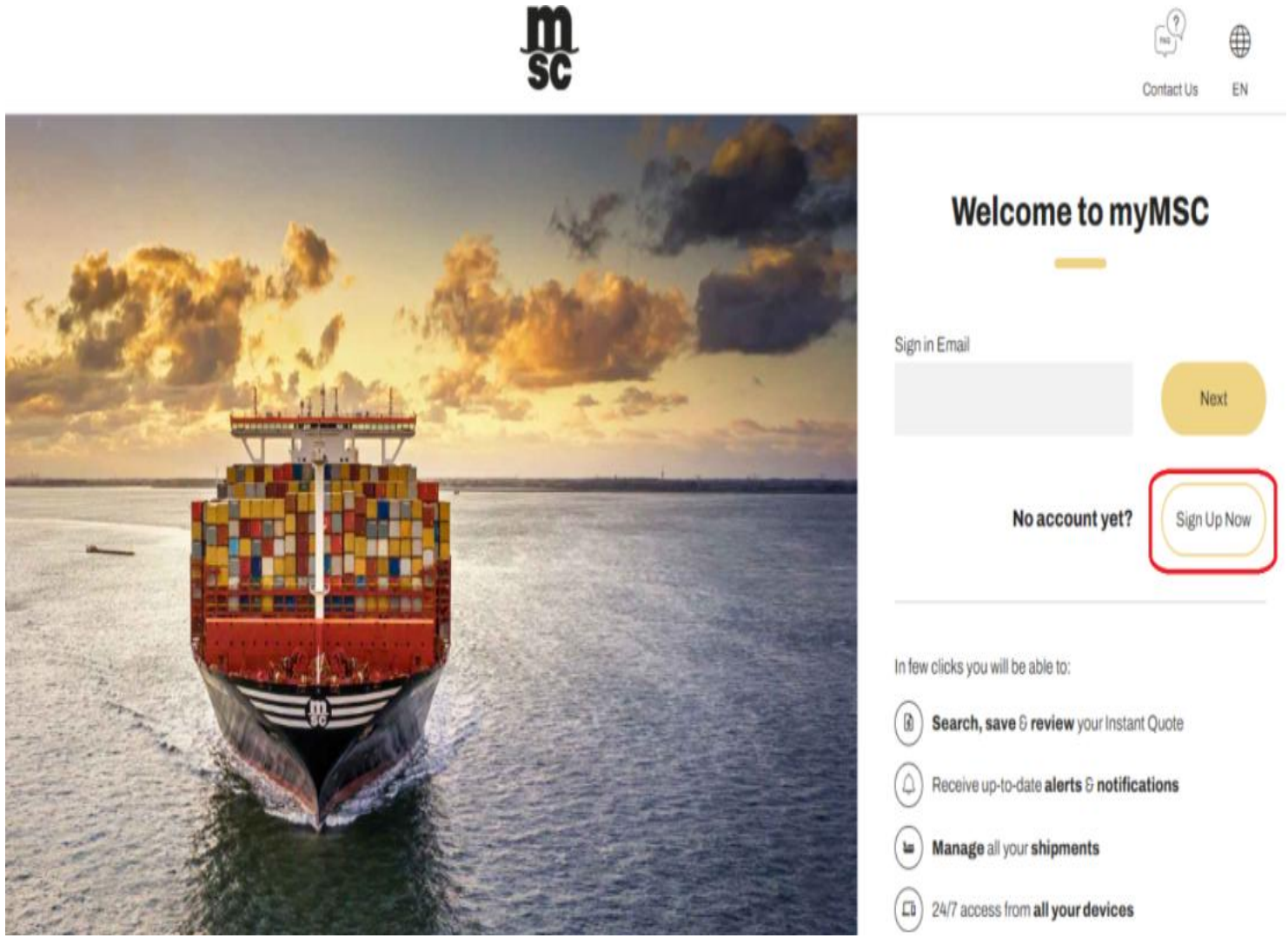
HOW TO REGISTER



Step 1

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

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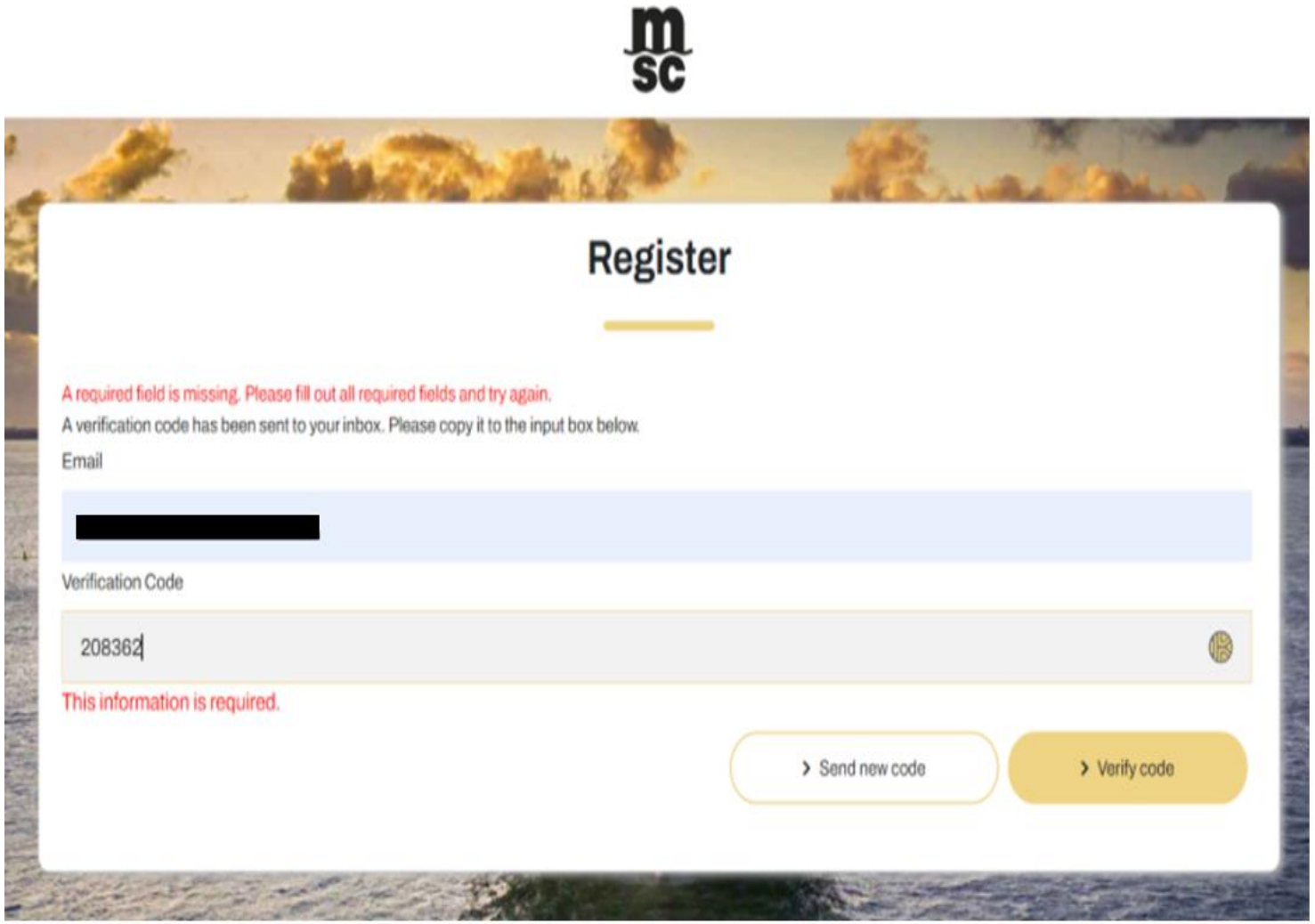
HOW TO REGISTER



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”.

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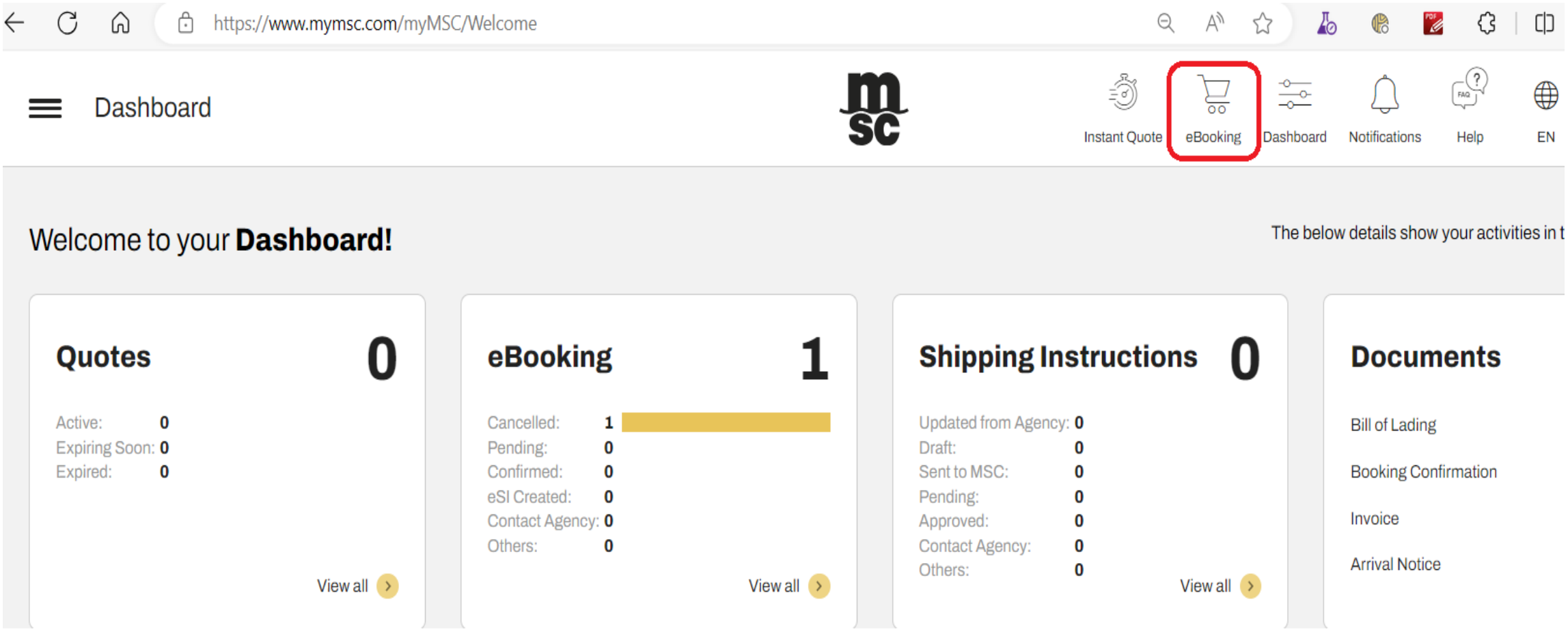
BOOK SHIPMENTS ONLINE



Once logged in click **“eBooking”**

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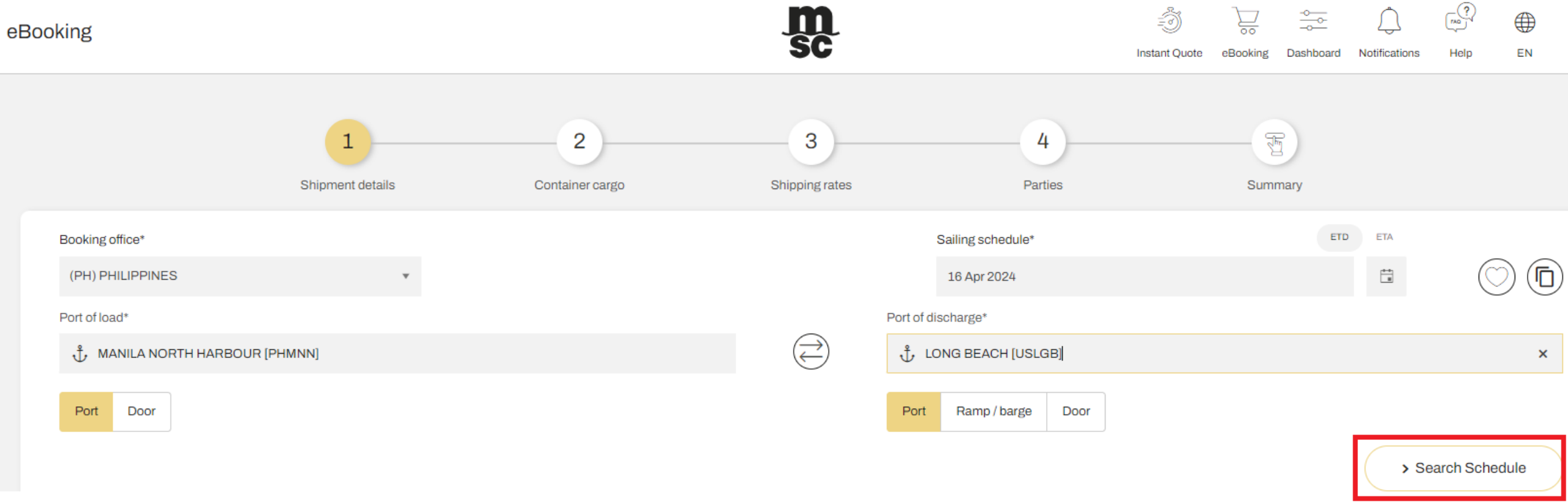
BOOK SHIPMENTS ONLINE



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

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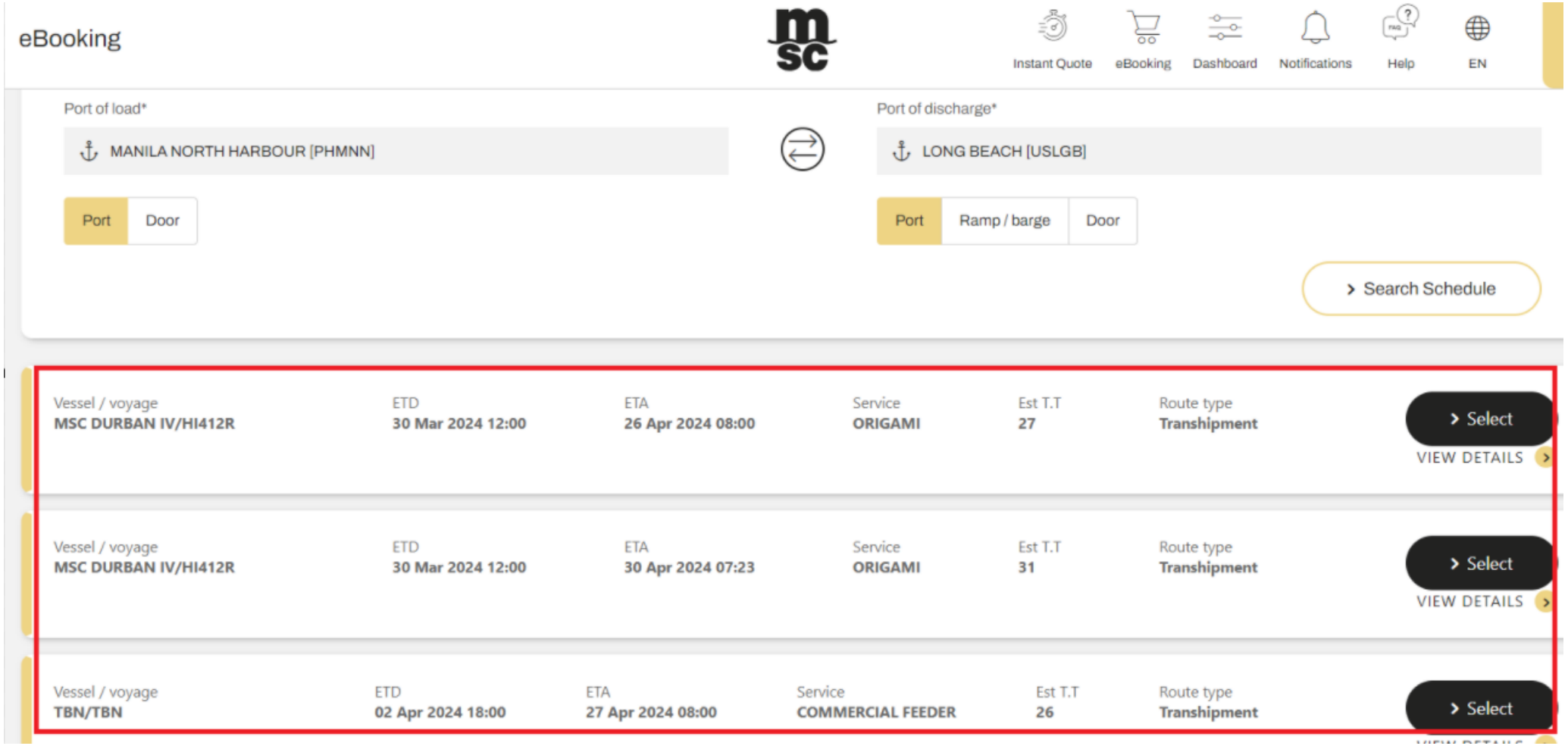
BOOK SHIPMENTS ONLINE



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

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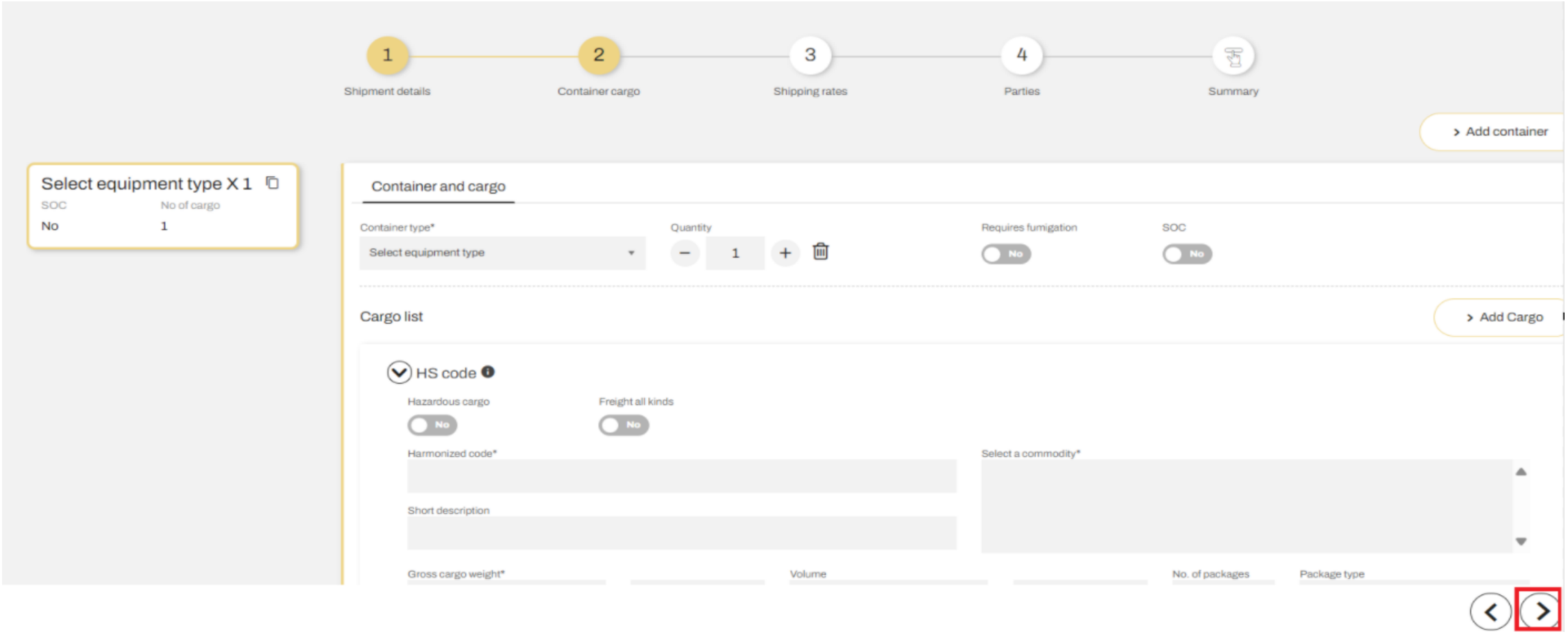

- Input Container cargo details, client have option to select “Yes” if shipment is SOC
- If you wish to add container you may also click “>Add container” button
- Then click arrow next button to proceed to stage 3 of booking

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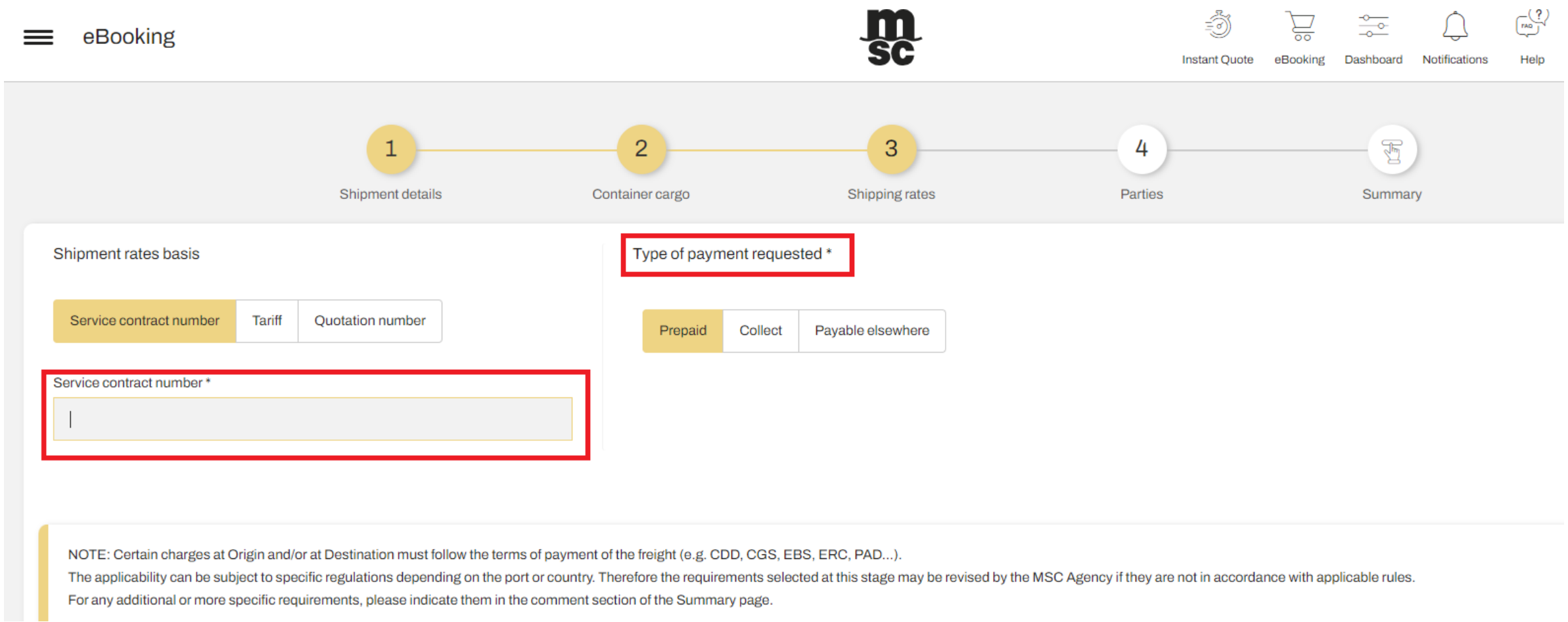

In stage 3, ensure that you have your service contract number and type of payment then you may proceed to click arrow next

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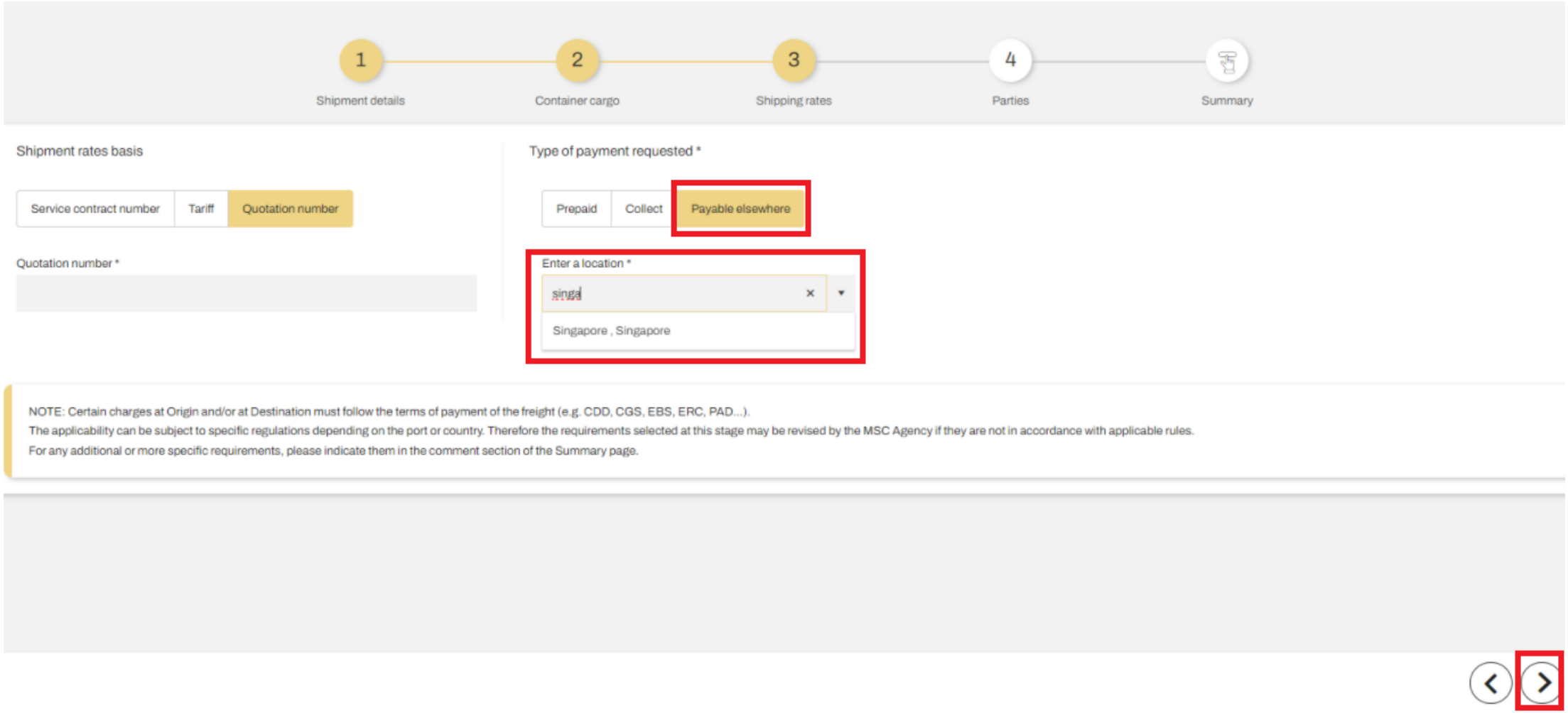
BOOK SHIPMENTS ONLINE



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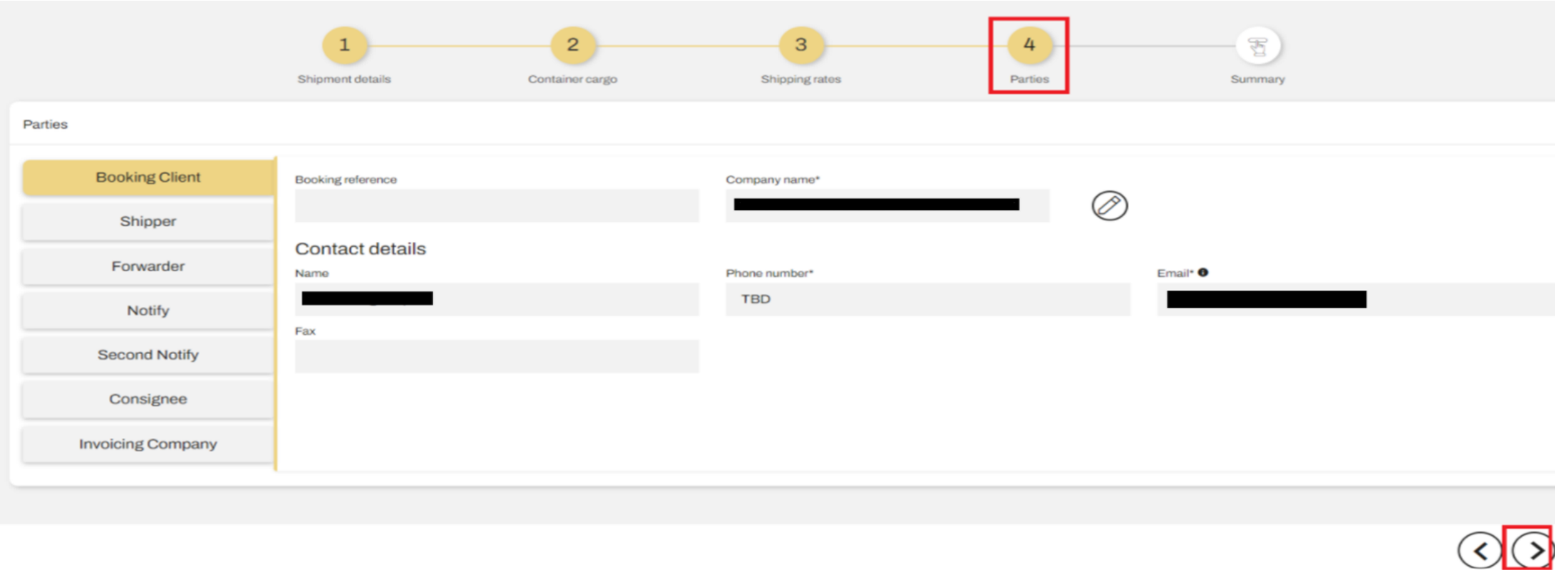

In stage 4, you need to fill in all the parties' details as needed:

- 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

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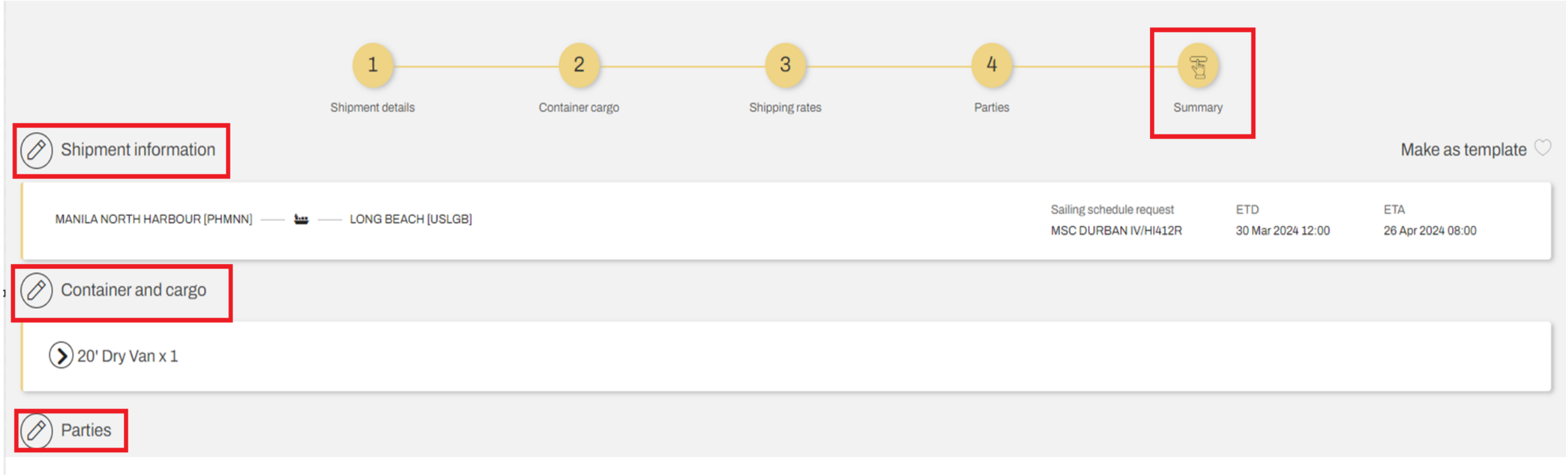

Stage 5 – Summary, here you will need to review all the details you provided from:
- Shipment information until Parties
- You may edit per section by clicking the pencil icon along the category of each stage

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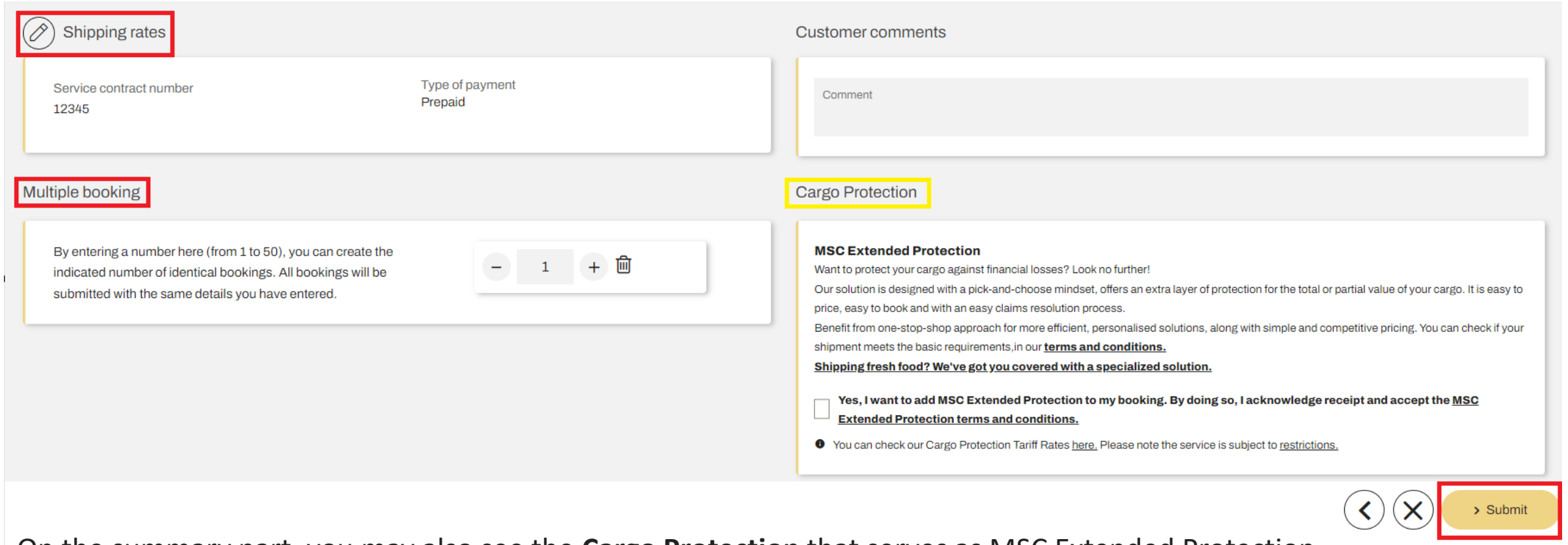
BOOK SHIPMENTS ONLINE



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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