

Customer Service

A Customer Care Specialist is also called an Operator or a Country Ambassador.

A Customer Care Specialist/Operator is assigned to you after you register on eShipAsia.

The name and contact details of your Customer Care Specialist are included in all emails, such as the eShipAsia Welcome email, and other text correspondence. Alternatively, you can find the contact details of your country's Customer Care Specialist under the "Contact Us" section of this website.

We cannot recognize your dedicated Customer Care Specialist until you log in to eShipAsia.

You can communicate with one of our Customer Care Specialists during standard working hours (09:00-18:00). His/her contact details are provided in all eShipAsia e-mails as well as under the Contact Us section of this website. We will respond to you as soon as possible.

My Bookings

You can place a booking on eShipAsia anytime once you have been verified by us.

If you have received a registration confirmation email with the subject line "You are verified", then your registration has been completed successfully, and you can now view prices for all Lane searches and book these shipments on eShipAsia.

Refused users cannot view prices or place bookings on eShipAsia.

Booking Process

To place a booking, simply search for a lane, choose a suitable schedule, and click on "Book Now". All you must do is fill in your cargo details, choose your shipper/consignee information from your address book and other required fields, and submit your booking in eShipAsia.

You will receive a Booking Acknowledgement email from eShipAsia as soon as your booking is placed with us. We strive to provide you with the Official booking confirmation within a reasonable time frame from when the booking was placed.

Please note that the Official Booking Confirmation will be sent to you within 1 working day if you place an "eShipAsia Priority" Booking.

Guaranteed Space Bookings

We have excellent relationships with all carriers in the market and have an outstanding track record in securing space and equipment availability for our customers. We do however not guarantee space. If space and lead time guarantees are important to you, we recommend you to use https://www.kn-portal.com/seafreight/kn_pledge_fcl/

Booking Containers and Quantity

In relation to container collection - Kuehne + Nagel shall use reasonable endeavours to provide empty containers for pickup up to 7 days before ETD (inclusive) based on carriers' choice and equipment availability. This also varies country by country and is based on current market conditions. You are responsible for providing complete and accurate shipping information within the stipulated timeline, completing customs clearance, and gate-in the laden containers before the CY cut-off.

You can make changes to your booking quantity under the My Bookings section of the webpage. Our customer service will handle your request as soon as possible. Should you wish to add containers to your booking after the Official booking confirmation is issued, we suggest you place a new booking. The additional containers must appear on the platform to be accepted.

Additional containers will be priced at the latest online price displayed on eShipAsia. We will send an email confirmation of any amendments made to your order, along with the chat record for ease of reference.

Should you wish to change container types after booking confirmation has been issued, you will be charged the rate difference between the 2 container types, calculated as the latest online price displayed on eShipAsia, and the original price of the booked container. Changes are subject to space and equipment availability.

If you wish to request a change of port, please cancel your current booking and create a new booking. Cancellation Fee will be imposed over a change of port. The new rate will be calculated using the latest price displayed on eShipAsia. The above must also comply with Kuehne + Nagel's standard terms and conditions.

Any changes to booking documentation, including Bill of Lading, Shipping Instructions, Invoice, or other, that occurred due to input error will be charged an Amendment Fee of USD 50 per request subject to amendment manifest charges of both origins and destination (if any), 2 working days before ETD in general except for filing countries, that will be 5 days before ETD.

Rates

Are the rates already discounted? Or do I need a discount code?

On eShipAsia's main page, you can find a display of all the Discounts and Hot Rates offered by us on that current date. These displayed rates are already discounted for you, and ready to book.

What are hot rates?

eShipAsia offers special reduced freight rates for certain lanes as "Hot Rates". Hot rates last for limited periods of time over selective lanes. You can always view the Hot Rates offered by us on our main page. You can simply click on a hot rate from the main page, and the website will direct you to the price breakdown for the chosen hot rate.

Can I save hot rates or can I save discounts?

Hot Rates and Discounted quotations can be saved by you. You can always refer to your saved quotes later on for booking with the same amount as when saved. However, note that the hot rate or discounted saved quote will expire after 14 days, beyond which it cannot be booked.

What are discounts?

eShipAsia offers discounts on certain lanes for a limited period of time. The discount is offered over freight rates for selective shipments. You can always view discounts on the main page of eShipAsia, and if your search includes discounted rates, a disclaimer for the same will be shown over the quote search.

Other

What does "refused" mean?

I want to see quotes from a to b or a to c, can you show me prices for these? Can you provide me the shipment charges for this pol and pod?

In order to view the price offered by eShipAsia for your preferred lane, kindly log into the application

Can you give me a demo?

Unfortunately, I am not configured to show you an automated flow of eShipAsia yet. However, I can provide answers to any questions you might have about eShipAsia, so please feel free to ask me.

What is the meaning of CRD?

CRD stands for Cargo Ready Date.

What is the meaning of CY Closing?

CY Closing Date depicts the date of the Shipyard or Container Yard Closing.

Can I change my CRD DATE after booking?

No, no dates can be changed after placing a booking. Please cancel the current booking and place a new booking if the CRD date/CY Closing date was chosen wrongly.

Is there a buffer to cancel a booking and rebook?

You can cancel your booking 7 days before the CY cutoff. We understand your business is subject to fluctuations and no no-show fees are applied. Please do let us know as early as possible if your booking will not materialize as expected so we can adjust our planning accordingly. If you cancel within 7 days before the CY cutoff, we will charge a cancellation fee. You can place a new booking at any time, there are no limitations or buffers to place a booking.

Can I track my shipments?

You can check the status of your shipment 24/7 under <https://onlineservices.kuehne-nagel.com/public-tracking/> In your personal control center you can follow shipments to receive eMail notification for important status updates and bookmark shipments of interest to ensure everything is under control.

Can you provide the information about my last booking?

I cannot find information about your bookings on eShipAsia as you are not a logged-in user. To see your past bookings or past saved quotes, kindly log in to eShipAsia and you can find the information under the relevant pages.

Registration/ Sign Up/ Login

If you can log in and search for rates, but cannot place a booking, then your registration is likely pending confirmation from us. If we require more information from you, we will contact you as soon as possible. You will receive an email confirmation on your "Verified" status when this is completed successfully. If you are unsuccessful with your registration, you will receive an email with this information.

eShipAsia can only accept users who register within the Asia-Pacific and ME region. The list includes users from the following countries: Australia, China, Hong Kong, Taiwan, Indonesia, India, Japan, Korea, Malaysia, Myanmar, Philippines, Pakistan, Singapore, Thailand, Vietnam, and Middle East. If

you are based outside of these countries, please use your local office for bookings, but feel free to browse our online offering in Kuehne+Nagel.

You can sign up in eShipAsia using a myKN account, which can also be created at registration. Once you sign up, our Operators strive to complete your verification within one working day.

Your profile will be verified based on the details provided while signing up. If we require more information from you, we will contact you as soon as possible.

eShipAsia Questions

What can eShipAsia do for me?

eShipAsia is a pricing and quotation tool that enables you to book shipments with ease. We specifically cater to shipments within the Asia-Pacific region. With eShipAsia, you can search, save, and book shipments for numerous lanes with highly competitive rates. You can search and view rates in 6 simple clicks, making the simplified and convenient booking process a USP of eShipAsia.

Can I make payments on eShipAsia?

eShipAsia provides you quotations for shipments, that you can save and book. After placing a booking with eShipAsia, your booking will be processed and confirmed with us which will include payment processes, shipping documents, etc. Invoices are issued offline. Depending on the local Kuehne + Nagel policy, you can pay for your shipments via bank transfer, cheque or cash.

Where do the rates come from? From operators?

eShipAsia offers competitive rates for all your shipment preferences. We also offer Hot Rates and Discounted rates all throughout the year. You can search for a lane and view our prices to book with us today.

Is the customer care specialist my operator?

Your Customer Care Specialist is what we also call an Operator or Lead.

Does eShipAsia support LCL?

No, eShipAsia only offers pricing and quotations for FCL (Full Container Load) shipments. You can always browse other KN applications for LCL(Less than Container Load) shipments.

Who is an operator?

An Operator is an internal Lead or Country Ambassador who handles a part of the booking process within Kuehne+Nagel.