

Question 1:

Who is my Customer Care Specialist? How can I contact him/her?

Answer 1:

The name and contact details of your Customer Care Specialist are included in all correspondence. Alternatively, you can find the contact details under the Contact Us section of the website.

Question 2: Why can't I place a booking?

Answer 2: If you are able to log in, search for rates, but cannot place a booking, your registration is likely still 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 when this is completed successfully. If you are unsuccessful with your registration, you will receive an email with this information. Note that currently we can only accept users registering from within Australia, China, Hong Kong, Taiwan, Indonesia, India, Japan, Korea, Malaysia, Myanmar, Philippines, Pakistan, Singapore, Thailand, Vietnam and Middle East. If you are based outside these countries, please use your local office but feel free to browse our online offering.

Question 3: Does eShipAsia guarantee to secure my bookings during peak seasons?

Answer 3: 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/

Question 4: How long will it take to get a booking confirmation?

Answer 4: Once you place an order, you should receive an immediate booking acknowledgement. We strive to provide you with the official booking confirmation within reasonable time frame from the time of booking receipt.

Question 5: When can I collect my containers?

Answer 5: 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 countries by countries and based on current market condition. It is your responsibility to provide complete and accurate shipping information within the stipulated timeline, to complete customs clearance, and to gate-in the laden containers before the CY cut-off

Question 6: Can I save my quotation for booking later?

Answer 6: Yes, you can choose to book against a quotation directly or save the quotation. You can return to book against saved quotations under your My Quotes page

Question 7: Your website does not have rates on the port pair I'm looking for?

Answer 7: Please send an e-mail to KNSAP.QUOTE@kuehne-nagel.com. We strive to provide you with a tailor made quotation within 1 business day.

Question 8: Which origin and destination countries are offered on eShipAsia?

Answer 8: We are now serving origin ports covering the main ports in Australia, China, Hong Kong, Taiwan, Indonesia, India, Japan, Korea, Malaysia, Myanmar, Philippines, Pakistan, Singapore, Thailand, Vietnam and Middle East to all major destination ports across Asia and some long haul lanes as well

Question 9: Which origin ports are offered on eShipAsia?

Answer 9: We are now serving the following origins. As we are continuously improving our service scope based on the business needs of our customers, this list may be subject to change: Adelaide (AUADL), Brisbane (AUBNE), Perth (AUEUK), Fremantle (AUFRE), Fremantle (AUJFM), Melbourne (AUMEL), Port Adelaide (AUPAE), Sydney (AUSYD), Bahrain (BHBAH), Chongqing (CNCKG), Changsha (CNCSX), Changzhou (CNCZX), DALIAN (CNDLC), Fuzhou (CNFOC), HUANGPU OLD PORT (CNHOP), HUANGPU (CNHUA), NINGBO (CNNGB), Nanjing (CNNKG), NANSHA NEW PT (CNNNP), NANSHA (CNNSA), Nantong (CNNTG), SHANGHAI (CNSHA), SHEKOU (CNSHK), SHATIAN (CNSIN), SHANTOU PT (CNSTG), SHANTOU (CNSWA), Taicang (CNTAG), QINGDAO (CNTAO), TIANJINXINGANG (CNTXG), WUHAN (CNWUH), XIAMEN (CNXMN), Yantai (CNYNT), Yantian (CNYTN), Yangzhou (CNYZH), Zhenjiang (CNZHE), Zhangjiagang (CNZJG), Zhongshan (CNZSN), Zhuhai (CNZUH), HONG KONG (HKHKG), BANJARMASIN (IDBDJ), BELAWAN, SUMATRA (IDBLW), BALIKPAPAN (IDBPN), Batam (IDBTM), JAKARTA, JAVA (IDJKT), MAKASSAR (IDMAK), PANJANG (IDPNJ), PONTIANAK, KALIMANTAN (IDPNK), SEMARANG (IDSRG), SURABAYA (IDSUB), Jawaharlal Nehru (Nhava Sheva); (INNSA), Mundra (INMUN), Chennai (INMAA), CHIBA (JPCHB), HIROSHIMA (JPHIJ), Hakodate (JPHKD), HAKATA/FUKUOKA (JPHKT), MOJI/KITAKYUSHU (JPMOJ), NAGOYA, AICHI (JPNGO), OITA (JPOIT), OSAKA (JPOSA), SHIMIZU (JPSMZ), Tomokomai (JPTMK), TOKYO (JPTYO), KOBE (JPUKB), YOKKAICHI (JPYKK), YOKOHAMA (JPYOK), INCHEON (KRINC), GWANGYANG (KRKAN), BUSAN (KRPUS), ULSAN (KRUSN), Yangon (MMRGN), KOTA KINABALU, SABAH (MYBKI), PENANG (GEORGETOWN) (MYPEN), PASIR (GUDANG), JOHOR (MYPGU), PORT KLANG (PELABUHAN KLANG) (MYPKG), TANJUNG PELEPAS (MYTPP), Sohar (OMSOH), Batangas/Luzon (PHBTG), Cebu (PHCEB), Cagayan de Oro, Mindanao (PHCGY), Davao, Mindanao (PHDVO), General Santos (PHGES), Manila (PHMNL), Manila North Harbour (PHMNN), Manila South Harbour (PHMNS), Subic Bay (PHSFS), SINGAPORE (SGSIN), BANGKOK (THBKK), BANGKOK MODERN TERMINALS/BANGKOK (THBMT), LAEM CHABANG (THLCH), LAT KRABANG (THLKR), SAHATHAI COASTAL SEAPORT (THSCS), SONGKHLA (THSGZ), THAI PROSPERITY TERMINAL (THTPT), UNITHAI CONTAINER TERMINAL (THUCT), CAT LAI (VNCLI), DA NANG (VNDAD), HAIPHONG (VNHPH), Thu Duc/ICG Transimex (VNITX), HO CHI MINH CITY (VNsgn), CAI MEP (VNTOT), QUI NHON (VNUIH), VICT (VNVIC), VUNG TAU (VNVUT), Mizushima (JPMIZ), Jawaharlal Nehru (Nhava Sheva); (INNSA), Chennai (ex Madras); (INMAA), Mundra (INMUN), Foshan (CNFOS), Ishikari (JPISI), Adelaide (AUADL), Brisbane (AUBNE), Fremantle (AUFRE), Melbourne (AUMEL), Sydney (AUSYD), Chengdu (CNCDU), Keelung (Chilung); (TWKEL), Kaohsiung (TWKHH), TAICHUNG (TWTXG), Lianyungang (CNLYG), Kuantan (Tanjong Gelang); (MYKUA), Kuching, Sarawak (MYKCH), Hazira (INHZR), Naeotsu (JPNAO), Karachi-Muhammad Bin Qasim (PKBQM), Karachi (PKKHI), Bluff (NZBLU), Christchurch (NZCHC), Lyttelton (NZLYT), Auckland (NZAKL), Napier (NZNPE), Port Taranaki/New Plymouth (NZNPL), Nelson (NZNSN), Port Chalmers (NZPOE), Port Nelson (NZPON), Tauranga (NZTRG), Wellington (NZWLG), YueYang (CNYUY), Luzhou (CNLZU), Jiujiang (CNJIU), Nanchang (CNKHN)

Question 10: Which destination ports are offered on eShipAsia?

Answer 10: We are now serving the following destinations. As we are continuously improving our service scope based on the business needs of our customers, this list may be subject to change: Ajman

(AEAJM), Abu Dhabi (AEAUH), Jebel Ali (AEJEA), Umm Al Quwain (AEQIW), Sharjah (AESHJ), Adelaide (AUADL), Brisbane (AUBNE), Perth (AUEUK), Fremantle (AUFRE), Fremantle (AUJFM), Melbourne (AUMEL), Port Adelaide (AUPAE), Sydney (AUSYD), Chittagong (BDCGP), Dhaka (BDDAC), Dhaka (BDDAC), Mongla (BDMGL), Antwerp (BEANR), Bahrain (BHBAH), Itapoa (BRIOA), Itajai (BRITJ), Navegantes (BRNVT), Paranagua (BRPNG), Rio De Janeiro (BRRIO), Santos (BRSSZ), Calgary (CACAL), Edmonton (CAEDM), Halifax (CAHAL), Montreal (CAMTR), Prince Rupert (CAPRR), Toronto (CATOR), Vancouver (CAVAN), San Antonio (CLSAI), Anqing (CNAQG), Beihai (CNBHY), Beijiao (CNBIJ), Chengdu (CNCDU), Zhengzhou (CNCGO), Changshu (CNCGU), Chongqing (CNCKG), Changsha (CNCSX), Chiwan (CNCWN), Changzhou (CNCZX), Da Chan Bay (CNDCEB), Dongguan (CNDGG), Dalian (CNDLC), Doumen (CNDOU), Fangcheng (CNFAN), Fuzhou (CNFOC), Foshan (CNFOS), Gaoyao (CNGAY), Gongyi (CNGGY), Gaolan (CNGLA), Gaoming (CNGOM), Gaolan (CNGON), Guigang (CNGUG), Haikou (CNHAK), Huadu (CNH DU), Haikou (CNHKO), Huangpu Old Port (CNHOP), Heshan (CNHSH), Huangpu (CNHUA), Hua Du (CNHUD), Jiaking (CNJAX), Jiangyin (CNJGY), Jingzhou (CNJGZ), Jiangyin (CNJIA), Jiujiang (CNJIU), Jiangmen (CNJMN), Jiao Xin (CNJXN), Kunshan (CNKUS), Lanshi (CNLAN), Lianhuashan (CNLIH), Leliu (CNLUU), Lianyungang (CNLYG), Mawei (CNMAW), Mafang (CNMFG), Maoming (CNMMI), Nanhai (CNNAH), Ningbo (CNNGB), Nangang (CNNGG), Nanjing (CNKNG), Nansha New Pt (CNNNP), Nansha (CNNSA), Nantong (CNNTG), Qingyuan (CNQYN), Qinzhou (CNQZH), Quanzhou (CNQZJ), Rongqi (CNROQ), Rizhao (CNRZH), Sanbu (CNSBU), Shuidong (CNSDG), Shanghai (CNSHA), Shidao (CNSHD), Sanshan (CNSHG), Shekou (CNSHK), Qinhuangdao (CNSHP), Xi An (CNSIA), Shatian (CNSIN), Sanshui (CNSJQ), Shantou Pt (CNSTG), Shunde (CNSUD), Suzhou (CNSUH), Shantou (CNSWA), Shanshan (CNSXJ), Suzhou (CNSZH), Taicang (CNTAG), Qingdao (CNTAO), Taiping (CNTAP), Taizhou (CNTIZ), Tianjinxingang (CNTXG), Taizhou (CNTZO), Wanzai (CNWAZ), Weihai (CNWEI), Wuhu (CNWHI), Wenzhou (CNWNZ), Wuhan (CNWUH), Wujiang (CNWUJ), Wuxi (CNWUX), Wuzhou (CNWUZ), Xiaolan (CNXAO), Xingang (CNXGA), Xinhui (CNXIN), Xiamen (CNXMN), Yichang (CNYIC), Yunfu (CNYNF), Yantai (CNYNT), Yangpu (CNYPG), Yantian (CNYTN), Yueyang (CNYUY), Yangzhou (CNYZH), Zhapu (CNZAP), Zhanjiang (CNZHA), Zhenjiang (CNZHE), Zhangjiagang (CNZJG), Zhaoqing (CNZQG), Zhongshan (CNZSN), Zhuhai (CNZUH), Buenaventura (COBUN), Bremerhaven (DEBRV), Hamburg (DEHAM), Aarhus (DKAAR), Copenhagen (DKCPH), TALLINN (EETLL), Damietta (EGDAM), Port Said (EGPSD), Barcelona (ESBCN), Valencia (ESVLC), HELSINKI (FIHEL), KOTKA (FIKTK), RAUMA (FIRAU), Fos-sur-Mer (FRFOS), Le Havre (FRLEH), BELFAST (GBBEL), Felixstowe (GBFXT), Hong Kong (HKHKG), Rijeka (HRRJK), Bitung, Sulawesi (IDBIT), Bekasi (IDBKA), Belawan, Sumatra (IDBLW), Benoa (IDBOA), Balikpapan (IDBPN), Batam Island (IDBTM), Cikarang (IDCKR), Jambi, Sumatra (IDDJB), Jakarta, Java (IDJKT), Makassar (IDMAK), Perawang (IDPER), Palembang, Sumatra (IDPLM), Panjang (IDPNJ), Pontianak, Kalimantan (IDPNK), Semarang (IDSRG), Surabaya (IDSUB), Tebingtinggi (IDTTI), DUBLIN (IEDUB), CORK (IEORK), Ashdod (ILASH), Haifa (ILHFA), Bangalore (INBLR), Mumbai (ex Bombay); (INBOM), Kolkata (ex Calcutta); (INCCU), Cochin (INCOK), Hazira (INHZR), Kattupalli (INKAT), Kochi (INKOC), Krishnapatnam (INKRI), Chennai (ex Madras); (INMAA), Mundra (INMUN), Jawaharlal Nehru (Nhava Sheva); (INNSA), Pipavav (Victor); Port (INPAV), Tuticorin (INTUT), Vizag (INVTZ), Genoa (ITGOA), La Spezia (ITSPE), Trieste (ITTRS), Akita (JPAXT), Chiba (JPCHB), Fukuyama, Hiroshima (JPFKY), Hibiki-Nada (JPHBI), Hibikinada (JPHBK), Hachinohe (JPHHE), Hiroshima (JPHIJ), Hakodate (JPHKD), Hakata/Fukuoka (JPHKT), Hososhima (JPHSM), Imabari (JPIMB), Imari (JPIMI), Ishikari (JPISI), Iwakuni (JPIWK), Iyomishima (JPIYM), Niigata (JPKIJ), Kumamoto (JPKMJ), Kanazawa (JPKNZ), Kushiro (JPKUH), Kawasaki (JPKWS), Maizuru (JPMAL), Mizushima (JPMIZ), Moji/Kitakyushu (JPMOJ), Muroran (JPMUR), Matsuyama (JPMYJ), Naha, Okinawa (JPNAH), Nakanoseki (JPNAN), Naoetsu (JPNAO), Nagoya, Aichi (JPNGO), Nagasaki (JPNGS), Oita (JPOIT), Omaezaki (JPOMZ), Onahama (JPONA), Osaka (JPOSA), Otake

(JPOTK), Sakaisenboku (JPSBK), Shibushi (JPSBS), Sendai, Miyagi (JPSDJ), Sendai, Kagoshima (JPSEN), Shimonoseki (JPSHS), Sakata (JPSKT), Sakaiminato (JPSMN), Shimizu (JPSMZ), Takamatsu (JPTAK), Toyohashi (JPTHS), Tokushima (JPTKS), Tokuyama (JPTKY), Tomokomai (JPTMK), Toyamashinko (JPTOS), Toyama (JPTOY), Tsuruga (JPTRG), Tokyo (JPTYO), Ube (JPUBJ), Kobe (JPUKB), Wakayama (JPWAK), Yatsushiro (JPYAT), Yokkaichi (JPYKK), Yokohama (JPYOK), Kâmpóng Saôm (KHKOS), Sihanoukville (KHKOS), Phnom Penh (KHPNH), Incheon (KRINC), Gwangyang (KRKAN), Pohang (KRKPO), Kwangyang (KRKWA), Mipo/Ulsan (KRMIP), Pyeongtaek (KRPTK), Busan (KRPUS), Ulsan (KRUSN), Shuaiba (KWSAA), Shuwaikh (KWSWK), Colombo (LKCMB), KLAIPEDA (LTKLJ), RIGA (LVRIX), Yangon (MMRGN), Thilawa (MMTLA), MACAU (MOMFM), MALE (MVMLE), Lazaro Cardenas (MXLZC), Manzanillo (MXZLO), Kota Kinabalu, Sabah (MYBKI), Bintulu, Sarawak (MYBTU), Kuching, Sarawak (MYKCH), Kuantan (Tanjong Gelang); (MYKUA), Labuan, Sabah (MYLBGU), Northport/Pt Klang (MYLPK), Penang (MYNTL), Penang (Georgetown); (MYPEN), Pasir Gudang, Johor (MYPGU), Port Klang (Pelabuhan Klang); (MYPKG), Sibul, Sarawak (MYSBW), Sandakan, Sabah (MYSDK), Tanjung Pelepas (MYTPP), Tawau, Sabah (MYTWU), Westport/Port Klang (MYWSP), Rotterdam (NLRTM), Kristiansand (NOKRS), LARVIK (NOLAR), OSLO (NOOSL), STAVANGER (NOSVG), Auckland (NZAKL), Napier (NZNPE), Port Taranaki/New Plymouth (NZNPL), Nelson (NZNSN), Port Chalmers (NZPOE), Port Nelson (NZPON), Tauranga (NZTRG), Wellington (NZWLG), Sohar (OMSOH), Lae (PGLAE), Batangas/Luzon (PHBTG), Cebu (PHCEB), Cagayan de Oro, Mindanao (PHCGY), Davao, Mindanao (PHDVO), General Santos (PHGES), Manila (PHMNL), Manila North Harbour (PHMNN), Manila South Harbour (PHMNS), Subic Bay (PHSFS), Karachi-Muhammad Bin Qasim (PKBQM), Karachi (PKKHI), Gdansk (PLGDN), Gdynia (PLGDY), Hamad (QAHMD), Constanta (ROCND), ST. PETERSBURG (RULED), VLADIVOSTOK (RUVVO), VOSTOCHNIY (RUVYP), Dammam (SADMM), Jeddah (SAJED), King Abdullah Port (SAKAC), Riyadh (SARUH), Gothenburg (SEGOT), Singapore (SGSIN), Koper (SIKOP), Bangkok (THBKK), Bangkok Modern Terminals/Bangkok (THBMT), Laem Chabang (THLCH), Lat Krabang (THLKR), Samut Prakan (THSAP), Sahathai Coastal Seaport (THSCS), Songkhla (THSGZ), Thai Prosperity Terminal (THTPT), Unithai Container Terminal (THUCT), Ambarli (TRAMB), Evyap (TREYP), Istanbul (TRIST), Mersin (TRMER), Hsin-chu (TWHSZ), Keelung (Chilung); (TWKEL), Kaohsiung (TWKHH), Taipei (TWTPE), Taichung (TWTXG), Taoyuan (TWTYN), Odessa (UAODS), Atlanta (USATL), Chicago (USCHI), Dallas (USDLB), Houston (USHOU), Kansas City (USKCK), Log Angeles (USLAX), Long Beach (USLGB), Memphis (USMEM), Miami (USMIA), New York (USNYC), Oakland (USOAK), Norfolk (USORF), Savannah (USSAV), Seattle (USSEA), Tacoma (USTIW), Cat Lai (VNCLI), Cai Mep International Terminal (VNCMT), Da Nang (VNDAD), Hanoi (VNHAN), Haiphong (VNHPH), Thu Duc/ICG Transimex (VNITX), Nghi Son (VNNHG), Phuoc Long ICD (VNPLT), Ho Chi Minh City (VNSGN), Cai Mep (VNTOT), Qui Nhon (VNUIH), Vung Tau (VNVUT), CAPE TOWN (ZACPT), DURBAN (ZADUR), PORT ELIZABETH (ZAPLZ), Bluff (NZBLU), Christchurch (NZCHC), Lyttelton (NZLYT), Haldia (INHAL).

Question 11: Can I get my quotations automatically renewed?

Answer 11: Yes - you can opt to have your quotations renewed based on Lowest Price (default), Fastest Transit Time or Best Value

Question 12: Can I opt out of automatic quote renewal?

Answer 12: Yes you can. Simply select "No" under Do you want your saved quotes to be automatically renewed upon expiry under the Quote Preferences page

Question 13: Where can I manage my quote renewal settings

Answer 13: You can manage your quote renewal settings any time through the Quote Preferences page

Question 14: What is eShipAsia?

Answer 14: eShipAsia is the leading online freight forwarding platform in Asia, powered by Kuehne+Nagel. eShipAsia is designed to help our users to make better decisions, save time and stay in control through real-time status updates and easy access to dedicated, local customer care teams.

Question 15: Can I use the my login details to access MyKN?

Answer 15: Yes, through our single sign-on you can access the full suite of applications hosted under MyKN.

Question 16: Can I access eShipAsia from MyKN?

Answer 16: Yes, you can. After logging on to myKN, add the eShipAsia widget to your dashboard and you can start your journey to search and instantly compare sailing schedules and rates online.

Question 17: What is your data privacy policy?

Answer 17: To review Kuehne + Nagel's data privacy policy, please visit <https://privacy.kuehne-nagel.com/privacy-policy/>

Question 18: How do I know if I qualify for a validated account?

Answer 18: Basically all legitimate beneficial cargo owners will qualify for an account. Signing up will only take a few seconds and we recommend you proceed with the registration. Our customer care specialist will reach out to you after the registration is completed to get to know you and make any clarifications are required.

Question 19: How can I check the progress of my shipment?

Answer 19: 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 e0mail notification for important status updates and bookmark shipments of interest to ensure everything is under control.

Question 20: I want to buy insurance for my shipments, what should I do?

Answer 20: We offer a range of additional value added services. Please check with your local customer care specialist.

Question 21: Can I book trucking online?

Answer 21: Yes, you can obtain trucking rates at both origin and destination. Please select the "door" option under the routing section of the rate inquiry screen and you can find the trucking rates you need based on the pick-up/delivery location or zip code.

Question 22: Can I book customs clearance online?

Answer 22: Yes, you can obtain customs clearance rates at both origin and destination. Please select customs clearance export and/or customs clearance import under the My Quote Should Include section of the rate inquiry screen and you will receive an instant quote (based on 3 entries). Additional charges may apply for any additional entries.

Question 23: Can I apply for added value services like Phytosanitary / Fumigation / Certificate of Origin?

Answer 23: We offer a range of additional value added services. Please check with your local customer care specialist.