Cosco service presentation

Cosco in general

Facts about Cosco:

❑ Cosco, China Shipping Company is state-owned and based in Beijing with liner shipping HQ in Shanghai

❑ Cosco was established in 1961

❑ In terms of its TEU fleet, Cosco ranks fourth in the world with 542 container vessels and a total capacity of 3,39 million TEUs.
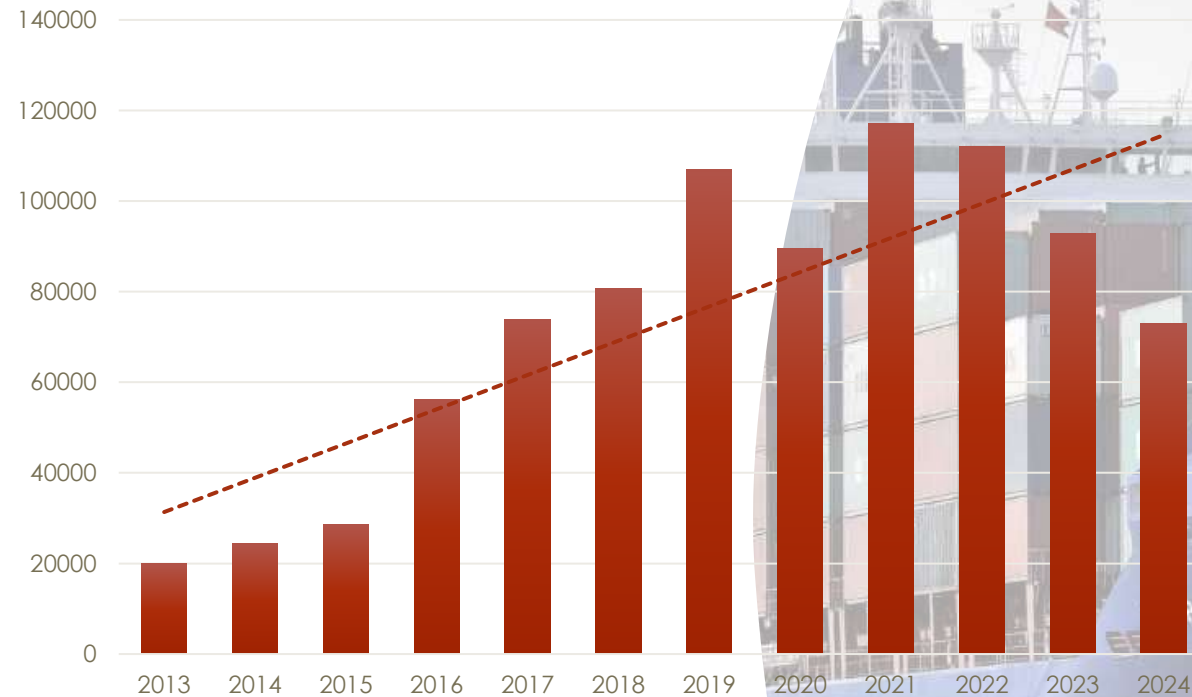
Cosco agent in Slovenia – Dragon Maritime d.o.o.

Cosco in general

Cosco Throughput

Cosco services to/from Koper:

- ❑ Weekly AEM6 service – mother vessel Ocean Alliance
- ❑ Weeky AGT service – feeder to Piraeus
- ❑ Weekly AGE service – feeder MED destinations

AEM6

ASIA MEDITERRANEAN SERVICE
AEM6

Trieste · Koper · Rijeka · Beirut · Alexandria · Jeddah · Pusan · Shanghai · Ningbo · Shekou · Port Klang · Singapore

12 vessels in rotation

Weekly service

Sailing schedule

o   arriving Saturday, leaving Monday

AGT service

3 vessels in rotation

Weekly service; ETB/ETD KOPER: every Tuesday

Export		
POL	POD	Transit time
KOPER	PIRAEUS	6

Import		
POL	POD	Transit time
PIRAEUS	KOPER	5

Rotation:

kOPER → VENEZIA → ANCONA → PIRAEUS

AGE service

ADRIATIC GREECE EAST MEDITERRANEAN SERVICE AGE

Venezia · Koper · Ravenna · Piraeus · Mersin · Limassol · Alexandria

COSCO SHIPPING · We Deliver Value

3 vessels in rotation

Weekly service; ETB/ETD KOPER: every Thursday

Export		
POL	POD	Transit time
KOPER	PIRAEUS	4
KOPER	LIMASSOL	7
KOPER	ALEXANDRIA	9
KOPER	MERSIN	11

Import		
POL	POD	Transit time
LIMASSOL	KOPER	14
ALEXANDRIA	KOPER	12
MERSIN	KOPER	10
PIRAEUS	KOPER	6

Rotation:

KOPER → RAVENNA → PIRAEUS → LIMASSOL → ALEXANDRIA → MERSIN → PIRAEUS → VENEZIA

COSCO SHIPPING

Strenghts:

❑ Good coverage on IET destinations – (Turkey, Greece, Egypt, Morocco, etc), direct service from Alexandria to Koper – mother vessel, weekly service; direct service from Koper to Alexandria Old Port – mother vessel (for reefer cargo). Additional coverage of El-Dikheila with AGE service

❑ Good coverage on MED – direct service to Jeddah (via Suez), FE destinations

❑ New routing of MINA service via Suez to IPBC and East MED

❑ Good coverage on AUS and USA E coast destinations (New York, Norfolk, Savannah)

❑ Flexibility

❑ **Reefer Fleet**

❑ **Booking Procedures:**

o various channels for booking, including online platforms, email, and direct communication with dedicated customer service representatives.

o booking requests (POL, POD, cntr type, cargo type, weight, hs code, temperature requirements)

o CS team handle the booking

❑ **Common Problems Faced:**

o challenges during the shipping process (delays due to weather conditions, port congestion, unforeseen operational issues)

o open communication with customers (reliability, proactively resolution of problems, etc)

❑ **Cargo Claim Procedures:**

o identifying any discrepancy or damage reporting to POD agent

o Documentation needed (Formal claim letter including claim amount and subrogation letter from consignee, copy of BL, commercial invoice and packing list, photos).

o fair and efficient resolution in compliance with applicable regulations and terms of service.