

BOOK ONLINE AND MANAGE YOUR SHIPMENTS WITH MYMSC

ACCESS OUR ONLINE PORTAL 24/7 VIA ANY DEVICE

Welcome to myMSC!

In order to improve your experience, please select the most accurate connection to your booking office location:

> China (Chinese Mainland) - North

> China (Chinese Mainland) - South
> Hong Kong SAR (China) / Taiwan (China)

> All other locations

Download our app(s)



HOW MYMSC CAN BENEFIT YOU AND YOUR BUSINESS

myMSC is a secure online portal developed to provide customers with further choice and flexibility in how they choose to work with MSC.

Offering you 24/7 online access, myMSC allows you to:

- Go online for a shipping quote in seconds
- Request an export booking
- Update your shipping instructions
- Submit VGM information
- View and download documentation (Non-negotiable copy bill, Waybill, export booking confirmation and import notice of arrival)
- Check a rate of exchange (desktop-only feature)
- Track a vessel or container
- Access your data anywhere – myMSC is available as an app for smartphones and tablets too

- ✓ INSTANT QUOTES
- ✓ ONLINE BOOKINGS
- ✓ E-SHIPPING INSTRUCTIONS
- ✓ VGM UPDATES
- ✓ 24/7 ACCESS VIA ANY DEVICE
- ✓ DOWNLOAD DOCUMENTATION

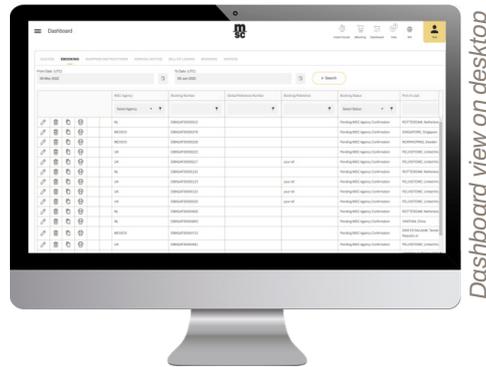
REGISTER ONLINE TODAY

To register for myMSC, please visit www.mymsc.com. Click the 'All other locations' button, then 'Sign Up' and follow the steps on screen (setting MSC UK as your primary agency). You'll then need to activate your account via email. Your login details will be provided within 48 hours.



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FREQUENTLY ASKED QUESTIONS

Will my existing bookings automatically show in myMSC?

You can view and download documentation for all bookings via myMSC - this includes bookings you made prior to using myMSC. However, please note that only bookings started within myMSC can be progressed within myMSC. For any past bookings that you need to progress, please use INTTRA to access these or get in touch with your local MSC office.

Can I submit my shipping instructions only?

Yes, to send shipping instructions for a booking made outside of myMSC select Shipping Instructions > Other Booking (from the left hand menu).

I'm already using myMSC and have a question/feedback. Who should I speak to?

We know that using a new system can take time to get used to. That's why we've put in place a team to support you and help you adopt myMSC into your business processes. Please email uk-mymscsupport@msc.com

I've tried to view my documentation but I don't seem to have permission to view it. Why is this?

This means your registration was previously created for VGM purposes only. To request access, please log in to myMSC, click on your name in the top right hand corner, select 'my account' from the MSC Agency status tab, add 'United Kingdom' and submit. Your registration will be upgraded within 48 hours.

NEED MORE INFORMATION?

If you would like more information or to provide feedback please contact your UK myMSC expert:



DAVID GROOM
uk-mymscsupport@msc.com
01473 277 823

If you're interested in online bookings but myMSC doesn't seem right for you, please feel free to speak to David about our other online options such as INTTRA.