

## When do I need to provide MSC Code?

When S/I is sent via MH (Magic Hand), the Booking Agent must provide the MSC Code of Shipper, Consignee, Notify, Second Notify when submitting S/I.

For the Elsewhere Payer, you need to provide MSC Code, but you do not need to follow the following process to apply. Please contact your local export Sales or Customer Service team separately to obtain MSC Code.

For the Named Account, MSC Code is not required.

If the consignee is To Order or To Order of XXX, MSC Code is not required.

When sending S/O, you do not need to provide MSC Code.

## How do I get MSC Code?

The Booking Agent shall send an email in the stipulated format to our Coding Center for inquiry within 2 working days after S/O submission.

### Email Sending Address

When company address located in Chinese mainland (including Hong Kong): [cn177-mscchinacode@msc.com](mailto:cn177-mscchinacode@msc.com)

When company address located overseas, Macau or Taiwan: [in912-nprc.code@msc.com](mailto:in912-nprc.code@msc.com)

### Email Subject

POL xxx + Company Name xxx + Booking Number 177xxxx

(e.g. POL Shanghai + ABC LTD + 177FAMCDS12345).

### Email content

Fill in the form below, items in yellow are mandatorily required:

**Company Name (mandatory):**

**Building Name/Street (mandatory):**

P.O. Box (optional):

**City (mandatory):**

**Postal Code (mandatory):**

**Country (mandatory):**

**VAT No/TAX ID (mandatory):**

**Telephone (mandatory):**

Fax (optional):

**Email address (mandatory):**

Please make sure the application is sent by booking agent and full details are provided in English only, otherwise your email will be rejected or not processed.

Please do not send new applications based on irrelevant historical emails.

Please do not send extraneous attachments or illustrations included in contents or signatures.

### **How long does it take to apply for MSC Code?**

Our Coding Center will check/apply for MSC Code according to the company information provided by the Booking Agent, and reply within 1 working day. Do not inquire or urge the same company name within the same day.

1. During the application process, it may be necessary to ask the Booking Agent for more relevant information, please check and reply in time for further application.
2. In the application process, if the information is found to be wrong, we will inform Booking Agent by email, please be sure to read carefully and contact the customer in time to change/confirm.
3. If the company to be created has potential risks (e.g. blacklist, sanctioned country/customer, etc.), we have the right to refuse to provide MSC Code.
4. For the queried MSC Code, please make a record or create a template for each Booking Agent to avoid repeated queries.

### **What if the wrong MSC Code is provided?**

When preparing BL, if there is any doubt about MSC Code, we will remind the customer to check. Please check the application email, as long as you make sure that the MSC Code used is replied to you from [cn177-mscchinacode@msc.com](mailto:cn177-mscchinacode@msc.com) or [IN912-nprc.code@msc.com](mailto:IN912-nprc.code@msc.com), and the requesting company information and the final display of the BL are the same, then you can ignore the reminder email.

If Booking Agent does need to change the MSC Code after submitting S/I, please send S/I correction request to the documentation department of the corresponding POL and follow the BL amendment process.

### **MSC Code has been successfully created, but how to update the corresponding company information, such as address, phone number, email, etc.?**

When company's address is in Chinese mainland or Hong Kong, booking agent to send email to: [cn177-mscchinacode@msc.com](mailto:cn177-mscchinacode@msc.com) to request for update.

When the company's address is in elsewhere, please contact the local MSC to apply for update of company information.

**Other considerations?**

If the MSC Code cannot be created in a timely manner (including the customer's failure to reply to the correct information in a timely manner) due to the Booking Agent not querying/applying for MSC Code in time within the specified time or providing incorrect information, and the application for changing MSC Code made after the following specified time, additional amendment fee will be incurred:

- AMS/ENS trades: 12 hours after the standard SI cut-off time, individual routes will be subject to actual operating conditions
- Non-AMS/ENS trades: before departure date