

**Yang Ming Line  
Global E-Commerce Program  
Contact / FAQ Sheet**

**Date: April 1, 2004**

For your convenience, listed below you will find pertinent information detailed to facilitate your getting the most satisfaction and efficiency out of utilizing Yang Ming Line's newest improvement to our customer-driven Global E-Commerce Program.

**1. Q: How do I send shipping instruction to Yang Ming?**

**A:** There are 4 ways of submitting your shipping instruction:

- a. Via toll free Efax (Same as what you are sending now. Either of following number will be working and documents will be handled by YML internal personnel.)  
 YML BAL – 1-800-729-5732  
 YML BOS – 1-800-783-8897  
 YML CHI – 1-800-886-5061  
 YML HOU – 1-800-530-5920  
 YML LAX – 1-800-753-5176  
 YML NYC – 1-800-794-9573  
 YML OAK – 1-800-753-5302  
 YML PLD – 1-800-850-7064  
 YML SAV – 1-800-794-9552  
 YML SEA – 1-800-303-9601  
 YML WIL – 1-800-787-3051
- b. Via E-mail attachment  
 If you prefer to send the Shipping instruction from your E-mail as an attachment, please send to [mdbc@yml.com.tw](mailto:mdbc@yml.com.tw). For Los Angeles local shipment, please send to [helenmin@ymlusa.com](mailto:helenmin@ymlusa.com).
- c. Via EDI (Electronic Data Interchange)  
 You can send in EDI ANSI X12 format 304 (for shipping instruction), and YML will return format 310 (for B/L proof copy and printing). Please contact Yang Ming (America) IT department (E-mail address: [paultang@ymlusa.com](mailto:paultang@ymlusa.com) or [tiffany@yml.com.tw](mailto:tiffany@yml.com.tw)) for assistance.
- d. Via YML Website Application/Shipping Instruction  
 Currently YML is developing the shipping instruction application for customers to input their shipping instruction on the Web and turn into official Bills of Lading and release. This program will be available before the end of 2004.

**2. Q: What Should I do in case Efax line is busy or fails?**

**A:**

- a. Please try it later again.
- b. Or, you could use any other Efax number listed above.
- c. Last, contact your Yang Ming (America) Regional Documentation Coordinator.

**3. Q: To whom should I send the licensed export declaration hard copy?**

**A:** Please submit your yellow sheet of licensed export declaration along with Shipping Instruction to the Yang Ming America LOADING port office for the paper work preparation.

**Loading Port offices are listed as:**

Boston, MA port	
Houston, TX port	including Houston port, New Orleans port
Los Angeles, CA port	
New York, NY port	
Oakland, CA port	
Portland, OR port	
Savannah, GA port	including Savannah port, Miami port, Charleston
Seattle, WA port	Including Seattle port, Tacoma port
Wilmington, NC port	including Norfolk port, Wilmington port

4. Q: When can I expect to see the B/L proof copy?  
 A: The next working day after you send shipping instruction to Yang Ming provided that:  
 a. Shipping Instruction contents are clear and sufficient for B/L preparation.  
 b. No discrepancy is detected among booking, load list and shipping instruction.
5. Q: How will I get the B/L proof copy?  
 A:  
 a. If you could put your E-mail address on your shipping instruction copy for us, we will send the B/L proof copy back to your E-mail address listed.  
 b. Or, if we couldn't obtain your E-mail address, we will fax back to the fax number shown on the Shipping Instruction.  
 c. Or, if you are the Internet B/L release customer, you can **preview** the proof copy of B/L from [www.yml.com.tw](http://www.yml.com.tw) B/L Print function.  
 d. Or, if you are EDI partners with YML, you can get the EDI format 310 for your B/L proof copy.
6. Q: What if I found any discrepancy from B/L copy and need YML to correct the B/L for me, who should I contact?  
 A:  
 a. Please send the E-mail to the sender's E-mail address listed in your proof copy remarks.  
 b. Or, please send the correction request to above Efax number with your correction indicated.  
 c. If the correction needed is *urgent* and vessel has sailed out from USA ports, please contact our Yang Ming (America)Regional Documentation Coordinators.

**Regional Documentation Coordinators listed as followings:**

Office	Person in charge	Telephone	E-mail	USA Local Fax
Baltimore, MD	Kathie Bellis	410-633-4666	kbellis@hostmd.com	410-633-2993
Boston, MA	Joe Murray	617-443-0616	joemurray@ymlusa.com	617-428-6037
	steven Ferreira		stevenferreira@ymlusa.com	
Chicago, IL	Linda Jedrejcek	630-572-5729	lindajedrejcek@ymlusa.com	630-572-0742
	Mike Tsao	630-572-5734	miketsao@ymlusa.com	
Houston, TX	Moses Gloria	281-295-8625	mosesgloria@ymlusa.com	281-295-8553
Los Angeles, CA	Helen Min	213-533-8564	helenmin@ymlusa.com	213-624-0418
New York, NY	Alfonso Dizon	201-420-5840	alfonsodizon@ymlusa.com	201-418-0385
Oakland, CA	Dorothy Tam	510-628-1306	dorothytam@ymlusa.com	510-286-2031
Portland, OR	Chuck Willis	503-227-0656	chuckwillis@ymlusa.com	503-227-0393
Savannah, GA	Barbara Edwards	912-443-4984	barbaraedwards@ymlusa.com	912-238-0339
	Ginger Jeffers	912-443-4983	gingerjeffers@ymlusa.com	912-238-0339
Seattle, WA	Cindy Lee	206-824-8888	cindylee@ymlusa.com	206-824-8883
	Joe Lin		joelin@ymlusa.com	
Wilmington, NC	Denise Jernigan	800-799-7079	denisejernigan@ymlusa.com	910-799-7661
	Karen Basinger		karenbasinger@ymlusa.com	
Montreal, Canada	Tom Chan	514-393-9100	tom.chan@seabridge.ca	514-393-1515
	Terry Lund		terry.lund@seabridge.ca	

7. Q: What should I do if I couldn't receive the B/L proof copy on next working date after I submit the Shipping Instruction?  
 A: Please contact Yang Ming Center at [mbdc@yml.com.tw](mailto:mbdc@yml.com.tw) or for Los Angeles local shipment, please contact [helenmin@ymlusa.com](mailto:helenmin@ymlusa.com).

8. Q: How can I get the Original B/L, Non-negotiable B/L copy or Way B/L?  
A:  
a. The B/L release in America will be kept as current procedure. Yang Ming America's Regional Documentation Coordinators will either release to your messenger or send via mail. The B/L invoicing and payment procedure will be kept as current as well.  
b. Or, if you are the Internet B/L Release customer, please print the B/L from the Internet.
9. Q: From whom should I request "COD – Change of Destination"?  
A: Please contact Yang Ming (America) booking office for this arrangement.
10. Q: Where should I submit the Hazardous cargo documents?  
A: Please forward it to Yang Ming (America) booking office.
11. Q: What is the best way to communicate with the new Yang Ming Documentation Center?  
A: E-mail directly to our Documentation Center is the best and most efficient way. But, our Yang Ming (America) Regional Documentation Coordinators will be happy to serve your needs as much as possible from local offices.

Please visit our customer-driven web site today! <<http://www.yml.com.tw/>>