



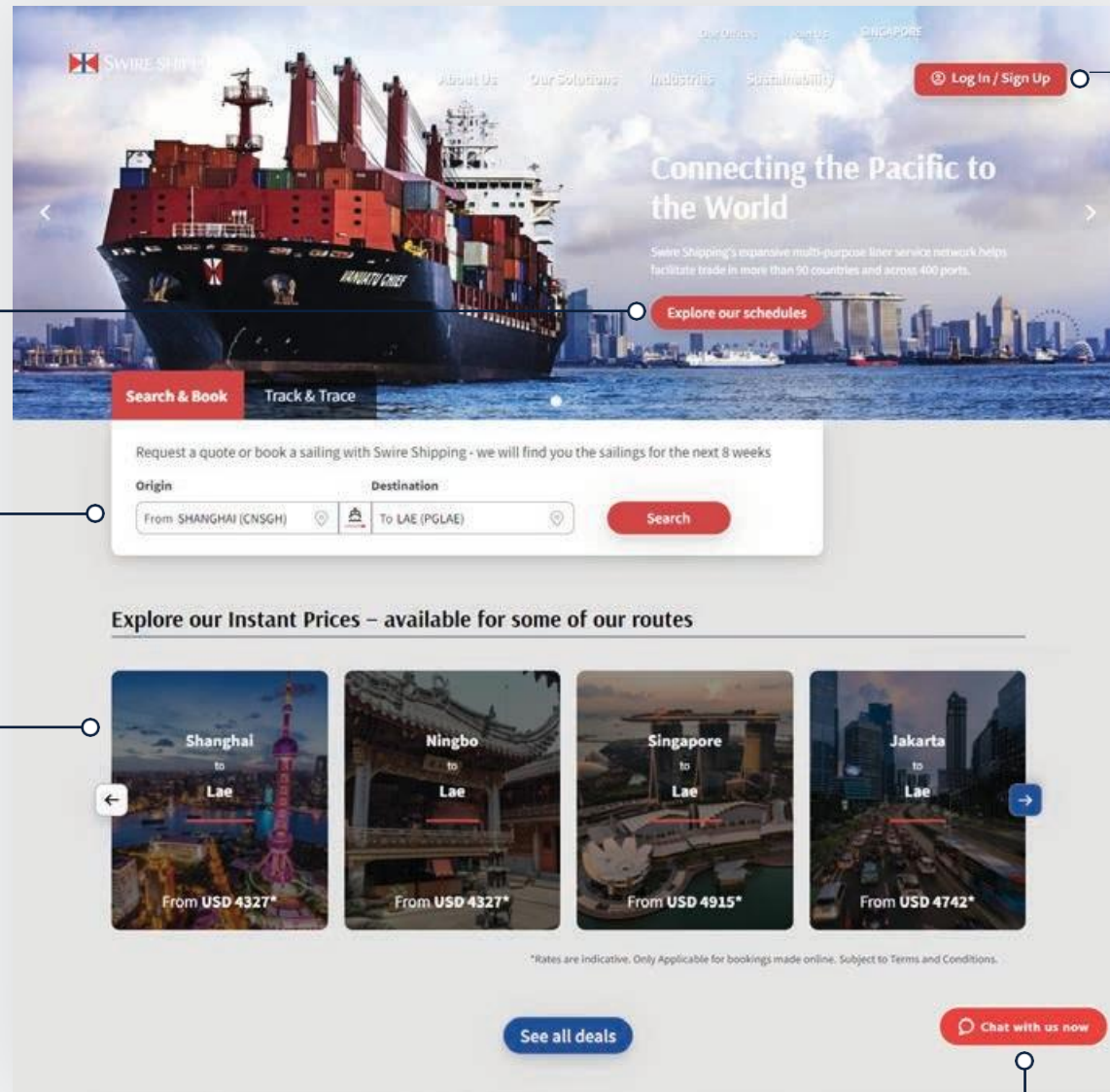
# eCommerce Solutions

[www.swireshipping.com](http://www.swireshipping.com)

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# Homepage



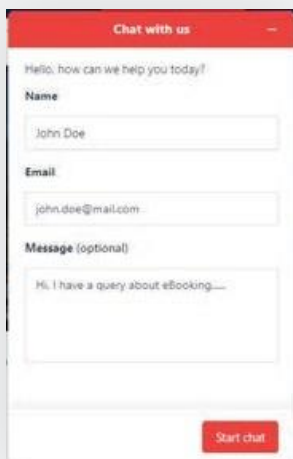
The homepage features a large hero image of a Swire Shipping container ship. Navigation links at the top include 'About Us', 'Our Solutions', 'Industries', 'Sustainability', 'Log In / Sign Up', and 'Singapore'. The main heading is 'Connecting the Pacific to the World', followed by a subtext: 'Swire Shipping's extensive multi-purpose liner service network helps facilitate trade in more than 90 countries and across 400 ports.' Below this is a 'Search & Book' button and a 'Track & Trace' button. A search bar prompts users to 'Request a quote or book a sailing with Swire Shipping - we will find you the sailings for the next 8 weeks'. The search bar has fields for 'Origin' (From SHANGHAI (CNSGH)) and 'Destination' (To LAE (PGLAE)), with a 'Search' button. Below the search bar is a section titled 'Explore our Instant Prices – available for some of our routes'. This section displays four cards for routes to Lae: Shanghai to Lae (From USD 4327\*), Ningbo to Lae (From USD 4327\*), Singapore to Lae (From USD 4915\*), and Jakarta to Lae (From USD 4742\*). A 'See all deals' button is at the bottom of this section. A 'Chat with us now' button is in the bottom right corner.

Click to check our schedules.

Simply enter your Origin and Destination to find live schedules; request quotes and make bookings.

Choose from our selected list of promotional destinations with instant prices available for a limited time only.

Any queries? Chat with our live support during business hours or leave us a message in non-working hours.



The 'Chat with us' form has a red header with the text 'Chat with us'. Below the header is a greeting: 'Hello, how can we help you today?'. The form includes fields for 'Name' (John Doe), 'Email' (john.doe@mail.com), and 'Message (optional)' (Hi, I have a query about eBooking...). A 'Start chat' button is at the bottom right.

Register for an online account to enjoy more features and a personalised experience. (See page 4)



The 'Sign Up' form has a dark blue header with the Swire Shipping logo and the text 'Login Sign Up'. Below the header is a subtext: 'Please register to continue'. The form includes fields for 'First Name\*' (John), 'Last Name\*' (Doe), 'Email\*' (john.doe@mail.com), 'Phone number\*' (Australia (+62) 000000), 'Password\*' (masked), 'Confirm Password\*' (masked), 'Country of Residence\*' (Australia), 'Company Name\*' (XYZ COMPANY), 'Company Address\*' (00, XYZ Street), and 'Postal Code\*' (000000). There is a checkbox for 'Subscribe to eNews - our Digital Newsletter'. At the bottom are 'Cancel' and 'Sign Up' buttons.

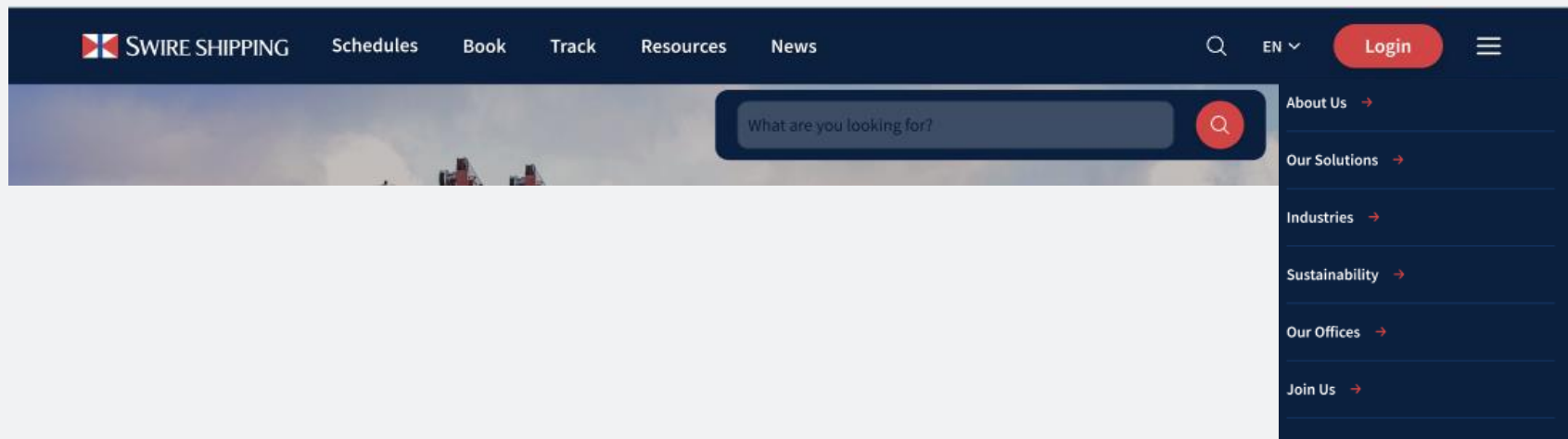
# Homepage

## Header Updates

### Old Header



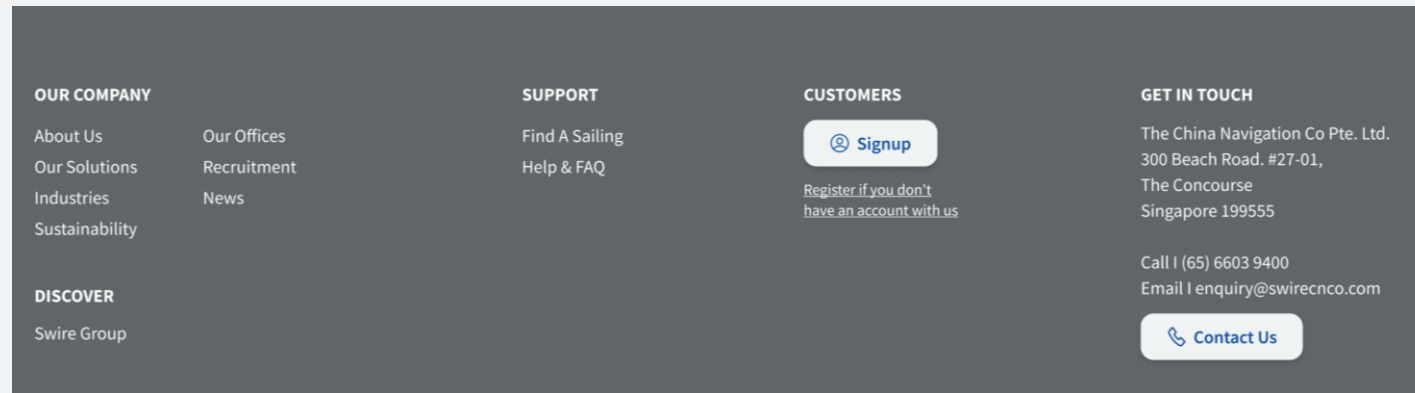
### New Header - with improved hamburger menu



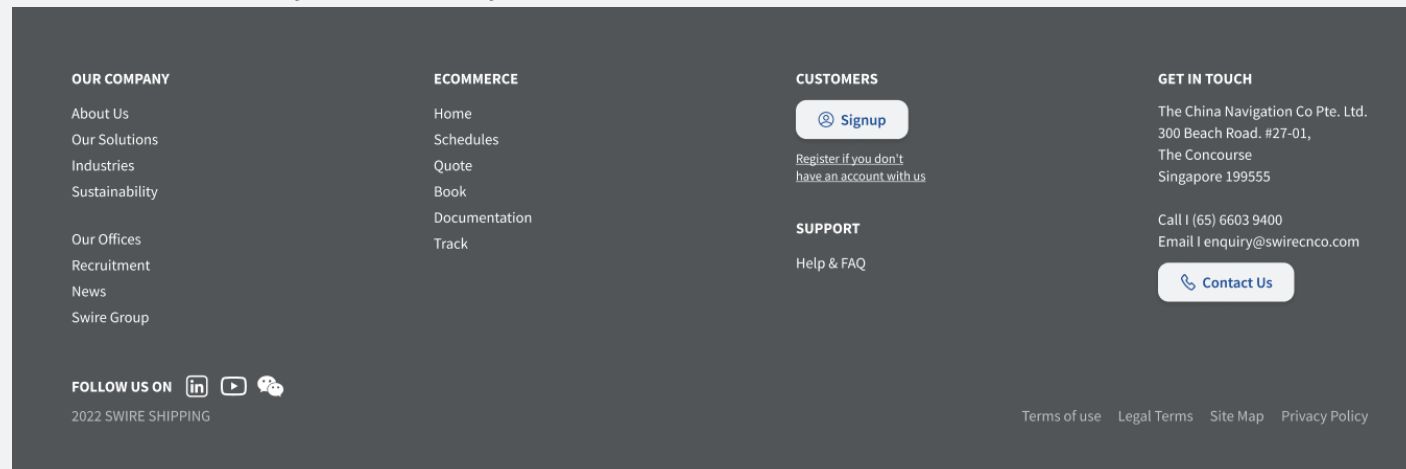
# Homepage

## Footer Updates

### Old Footer



### New Footer - easy to find key features with LinkedIn, Youtube and Wechat links



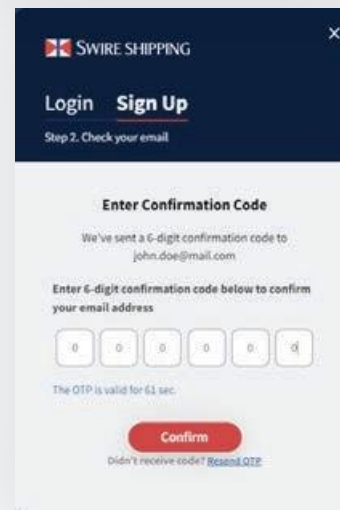
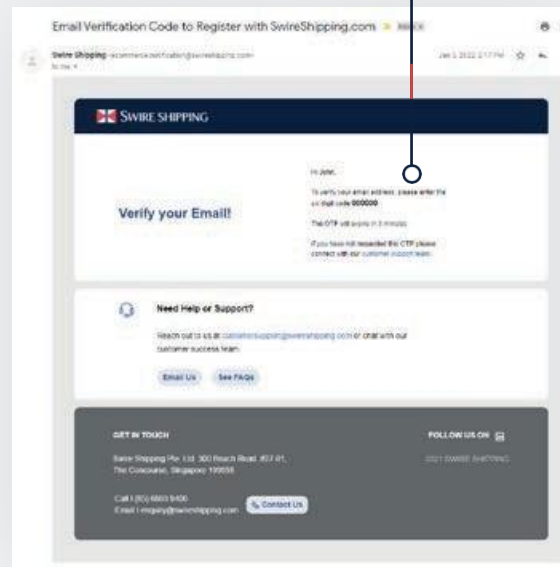
# Customer account registration

Receive the confirmation code to verify your Email address.  
The code expires in 3 minutes. If the code has expired before you use it, you can request a new one.

Fill in the sign up form.

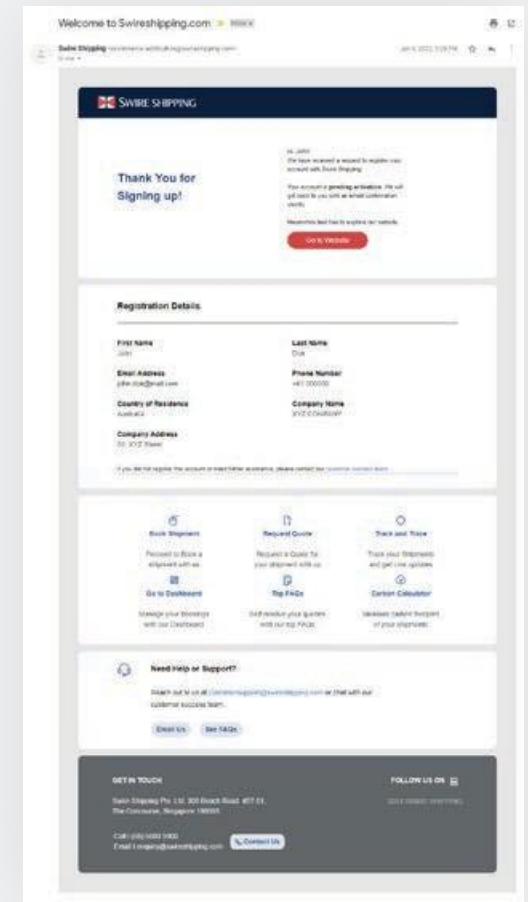


The sign up form is titled "SWIRE SHIPPING" with "Login" and "Sign Up" options. Below the header, it says "Please register to continue". The form fields include: First Name\* (John), Last Name\* (Doe), Email\* (john.doe@mail.com), Phone number\* (Australia (+61) 000000), Password\* (masked), Confirm Password\* (masked), Country of Residence\* (Australia), Company Name\* (XYZ COMPANY), Company Address\* (00, XYZ Street), and Postal Code\* (000000). There is a checkbox for "Subscribe to eNews - our Digital Newsletter". At the bottom are "Cancel" and "Sign Up" buttons.



This is the "Enter Confirmation Code" page. It says "Step 2. Check your email" and "Enter Confirmation Code". It provides instructions: "We've sent a 6-digit confirmation code to john.doe@mail.com. Enter 6-digit confirmation code below to confirm your email address." There is a 6-digit input field with the code "000000". Below the input field, it says "The OTP is valid for 61 sec." and "Confirm". There is a link for "Didn't receive code? Resend OTP".

After the Email address is verified, you will receive a confirmation Email for signing up. We will activate your account within 3 working days.





# Find a desirable sailing

By searching your preferred origin and destination or click the express booking tab, you will come to the result page of the available sailings.

Click to find out more about our Inland Transport solutions.

Contact us if you would like to request a quote or make a booking for a breakbulk shipment.

Click to view the full schedule in a pop-up window.



Click the "Edit" button to tweak the search criteria.

The standard search period is 4 months from the date of search, you can adjust it by clicking the "Edit" button.

Sort the search results by "Earliest Arrival", "Earliest Departure", "Shortest Duration" or "Cheapest".

Expand the sailing that fits your schedule most. You can choose to "Get a Quote" or "Book this shipment".

"Sail Greener" logo, indicating that a carbon emissions calculation may be available for this sailing. You can find out more about our Sail Greener programme here: <https://swireshipping.com/calculateCarbonEmission/>

# Live Schedules - How to find

Simply visit [www.swireshipping.com/findaschedule](http://www.swireshipping.com/findaschedule)  
or use the below entry points

Entry point 1

Entry point 2

The screenshot shows the Swire Shipping website homepage. Entry point 1 is at the top navigation bar, specifically on the 'Schedules' link. Entry point 2 is at the 'Search & Book' button in the search bar. The main banner features a large cargo ship and the text 'End-to-end transportation of locomotives'. Below the banner is a search bar with 'Origin' and 'Destination' fields. Further down, there's a section titled 'Explore our Instant Prices - available for some of our routes' with four cards showing routes like 'Port Klang to Laos' and 'Singapore to Laos'. At the bottom, there's a section titled 'Your trusted integrated supply chain solutions provider' with three cards for 'Project Logistics', 'Ocean Transportation', and 'Inland Transportation'.

Entry point 3

The screenshot shows the footer of the Swire Shipping website. Entry point 3 is at the 'Find Schedules' button in the 'We're here to assist you, every step of the way' section. Entry point 4 is at the 'Sign up' button in the 'GET IN TOUCH' section. The footer contains various links and contact information, including 'OUR COMPANY', 'ECONOMICS', 'CUSTOMERS', 'SUPPORT', and 'GET IN TOUCH'.

Entry point 4



# Live Schedule Builder

S

Live Schedule Search

BETA


Search by

☐ Port to Port

☐ Region to Region


☐ Vessel


☒ Country to country



Origin\*


From Country






Destination\*


To Country






Departs From


29 Sep 2022






Arrives before

28 Mar 2023





Search results for 8 weeks schedule from the selected departure date

 Log in to your Swire Shipping account to access personalise quotations, manage your bookings, submit documents and more. [Login](#) or [Sign up now](#)



 Sailing for DG or Breakbulk can be different than the schedules mentioned below. Please contact [our local office](#) for more details.



# Live Schedule Builder

Search by Origin, Destination and vessels

Print PDF  
schedules

Download in  
excel

Share  
schedule link

**Australia to Papua New Guinea**

Filter: **Origin** ▾ **Destination** ▾ **Vessel** ▾ Sort by: **Earliest Departure** ▾

**ORIGIN**  
Australia

BRISBANE AUBNE			10 Oct PORT VILA CHIEF, 2212N	27 Sep KOKOPO CHIEF, 2215N			28 Oct TONGA CHIEF
DARWIN AUDRW					30 Sep DILI CHIEF, 2211N		
FREMANTLE AUFRE	26 Sep-03 Oct Multiple Vessels	26 Sep-31 Oct Multiple Vessels	26 Sep Feeder				03-17 Oct Multiple Vess
MELBOURNE AUMEL							
PORT HEDLAND AUPHE					05 Oct DILI CHIEF, 2211N		
SYDNEY AUSYD							
TOWNSVILLE AUTSV						02 Oct NADI CHIEF, 2220N	
<b>DESTINATION</b> Papua New Guinea							
LAE PGLAE			18 Oct PORT VILA CHIEF, 2212N	04 Oct KOKOPO CHIEF, 2215N	10-24 Nov Multiple Vessels	30 Oct NADI CHIEF, 2220N	03 Nov TONGA CHIEF
LORENGAU (MANUS ISLAND) PGLOR							

Origin Countries on top section

Multiple vessels indicate multiple sailings available at this port

Feeder indicates that a feeder vessel is used at this origin port

Destination Countries on bottom section

# Live Schedule Builder

Click on any cell on the table which will open the slider displaying the route and schedules

From Australia

To Papua New Guinea

22 Sep 2022

Search results for 8 weeks schedule from the selected departure date

Log in to your Swire Shipping account to access personalise quotations, manage your bookings, submit documents and more. [Log in](#)

Sailing for DG or Breakbulk can be different than the schedules mentioned below. Please contact [our local office](#) for more details.

## Australia to Papua New Guinea

Filter 

Origin

Destination

Vessel

ORIGIN

Australia

BRISBANE AUBNE	09-11 Dec Multiple Vessels	01-15 Jan Multiple Vessels			
DARWIN AUDRW				30 Nov DILI CHIEF, 2214N	20 Dec DILI CHIEF, 2214N
FREMANTLE AUFRE			05-26 Dec Multiple Vessels		
MELBOURNE AUMEL	28 Nov ARKADIA, 2211N	24 Dec ARKADIA, 2301N			
PORT HEDLAND AUPHE				05 Dec DILI CHIEF, 2214N	24 Dec DILI CHIEF, 2214N
SYDNEY AUSYD	01 Dec ARKADIA, 2211N	27 Dec ARKADIA, 2301N			
TOWNSVILLE AUTSV					

See Detailed Route Information

Select Destination Port

MOTUKEA ISLAND

Show Route

Vessels Arriving On

16 Dec12 Dec

Dates	Routes	Vessel Voyage	Service Route
01 Dec 2022 Departs from	● SYDNEY PATRICK PORT BOTANY	ARKADIA, 2211, N	PACIFIC ISLAND SERVICE
02 Dec 2022 Arrives At	● BRISBANE AAT BRISBANE FISHERMAN ISLANDS CARGO TERMINAL		
11 Dec 2022 Departs from	● BRISBANE AAT BRISBANE FISHERMAN ISLANDS CARGO TERMINAL	KOKOPO CHIEF, 2219, N	PAPUA NEW GUINEA SERVICE
16 Dec 2022 Arrives At	● MOTUKEA ISLAND MOTUKEA INTERNATIONAL TERMINAL		

Get a Quote

Book this Shipment

?

Help

# *Live Schedule Builder*

- **Where are schedules pulled from?**

VSS

- **How often are schedules updated?**

Near real time. Once a schedule is updated in VSS, we will display the information.

- **How are Feeder vessels displayed?**

We don't store Feeder information in detail – now, they will be displayed as Feeder with no additional vessel information

- **Why do we show a range of dates for certain ODs?**

We show a range of dates where multiple sailings are available for this port pair on various vessels – users can click into the cell to find out more

# Live Vessel Schedules

Select vessel and choose a relevant vessel name, then click search

### Live Schedule Search


Search by

☐ Port to Port

☐ Region to Region

☒ Vessel

☐ Country to country coming soon

 Vessel Name\*

KIRIBATI CHIEF

Search



# Live Vessel Schedules

Share vessel tracking information  
via a share link function

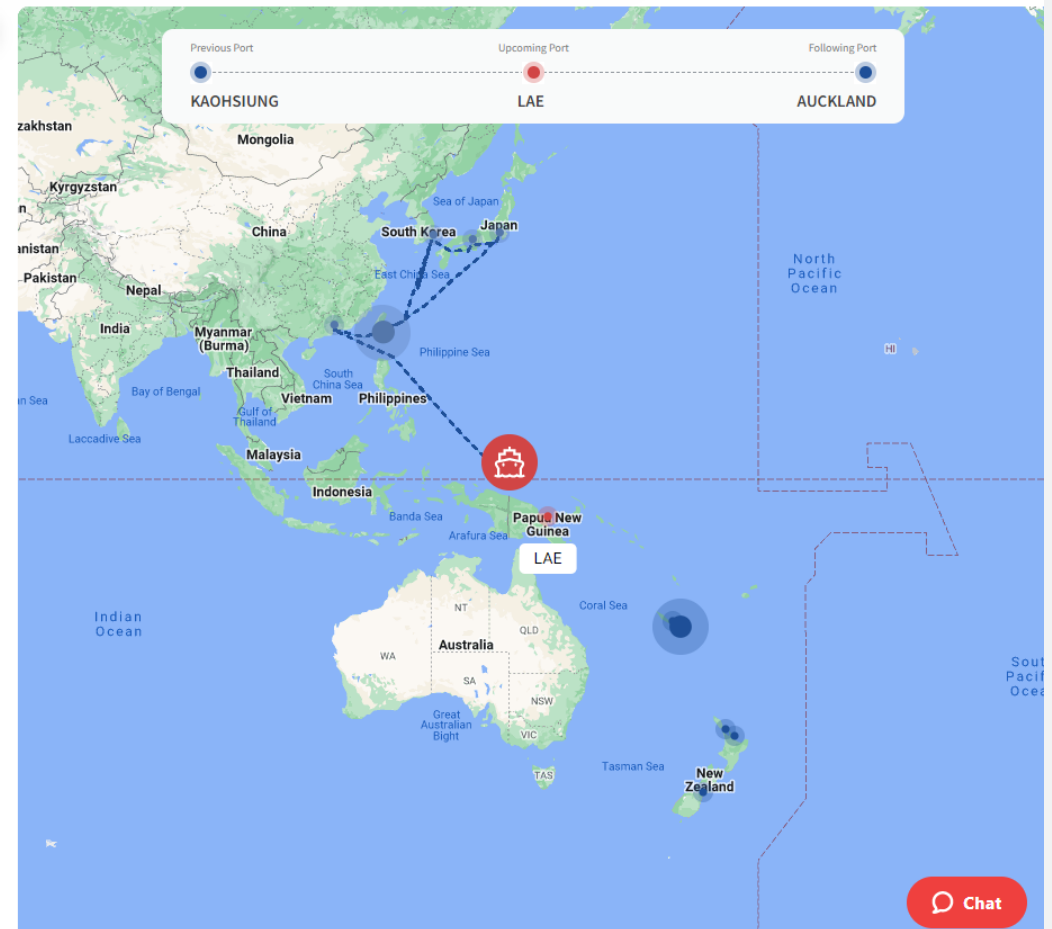
## Kiribati Chief

Share

Hide Vessel Details ^

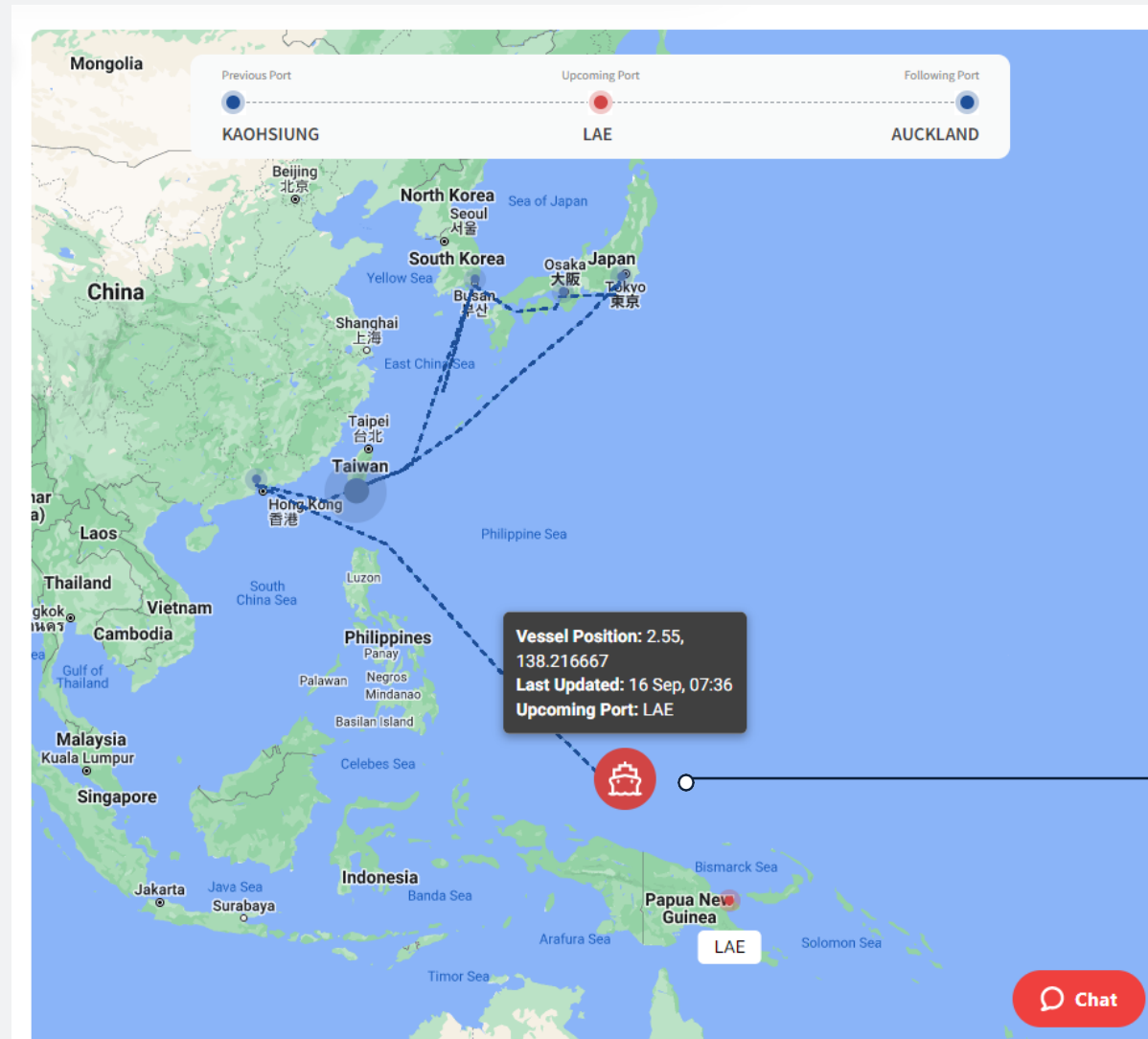
DWT	BUILT	FLAG	IMO	CALL SIGN	CLASS
30813	2013	SG	9614505	9V9713	Pacific Class

Voyage	Location	Port/Terminal	Arrival	Departure
2213	● KAOHSIUNG TAIWAN (PROVINCE OF CHINA)	LIEN HAI TERMINAL (CT 1, WHARF #42-43)	22 Aug 7:48 AM	25 Aug 4:48 PM
	● YOKOHAMA JAPAN	YOKOHAMA HONMOKU B PIER	30 Aug 5:06 AM	01 Sep 6:00 AM
	● OSAKA JAPAN	OSAKA SAKISHIMA NANKO	02 Sep 4:27 AM	05 Sep 6:36 AM
	● BUSAN KOREA (THE REPUBLIC OF)	DONGBU PUSAN CONTAINER TMNL	07 Sep 7:54 AM	12 Sep 9:06 AM
	● NANSHA CHINA	NICT PHASE #3 TERMINAL	16 Sep 7:36 AM	16 Sep 5:24 PM
	○ LAE PAPUA NEW GUINEA	LAE TIDAL BASIN (SPECTL)	26 Sep 1:00 AM	27 Sep 11:00 AM
	○ AUCKLAND NEW ZEALAND	MULTI CARGO WHARVES	04 Oct 9:40 AM	08 Oct 6:40 PM
	○ TIMARU NEW ZEALAND	PRIMEPORT TIMARU	11 Oct 12:28 AM	14 Oct 4:28 AM
	○ TAURANGA NEW ZEALAND	MOUNT MAUNGANUI WHARVES	16 Oct 3:17 AM	20 Oct 5:17 PM
	○ NOUMEA NEW CALEDONIA	NOUMEA PORT TERMINAL	25 Oct 6:59 AM	25 Oct 9:59 PM
	○ PRONY NEW CALEDONIA	PRONY PORT TERMINAL	26 Oct 6:14 AM	29 Oct 10:14 PM



# Live Vessel Schedules

If the vessel is currently in transit, a map will appear with the ports highlighted



The vessel icon will indicate vessel position

## Get a quote

Click "Get a Quote" in your preferred tab in the sailing page, you will come to the quote form.

The screenshot shows the 'Quote Request' form with the following sections and annotations:

- Quote Request #1**: Sub-header for the form.
- Rate Enquiry**: Section for entering shipment details.
  - Origin\*** and **Destination\***: Dropdown menus for 'From' and 'To'.
  - Validity\***: Date range selector.
  - TEU\***: Quantity selector.
  - Container Type\***: Dropdown menu with a 'VIEW ALL CONTAINERS' link.
  - Commodity\***: Dropdown menu with a 'VIEW ALL COMMODITIES' link.
  - Maximum Expected Weight per Container\***: Input field with a unit selector (kg/Lb).
  - Upload any attachments (docs per file)**: Link to upload documents.
- Carbon Emission**: Section with a calculator icon and a 'Calculate' button.
- Special Handling Instructions**: Section for additional instructions.
- Dangerous Goods Declaration\***: Form with a 'Y' button to indicate dangerous goods.
- Additional Services**: Section for selecting services.
  - ORIGIN SERVICES**: Includes 'First-mile transportation' and 'Expert Customs Clearance'.
  - DESTINATION SERVICES**: Includes 'Import Customs Clearance' and 'Last mile transportation'.
- Save Quote Template**: Button for registered users to save the form.
- Back** and **Continue**: Navigation buttons at the bottom.

Fill in the relevant cargo information.

You may calculate the carbon emission of this shipment.

Indicate whether the goods are dangerous.

You can also select any additional services here, such as first/last mile transportation and customs clearance service.

Registered users can save a quote template to make it easier next time they request a quote..

After completing this section, click the button to proceed.

# Get a quote - Fill in contact info

**Quote Request**

MY RATE ENQUIRE 3 YOUR DETAILS 3 REVIEW QUOTE

**Your Details**

**Requester Details**  
Details of the person who will receive the quote and the company they work for mandatory\*

**Requester's Details** Select from Address Book Clear all

**Company Name\***  
XYZ Company

**Company Address\***  
00, XYZ Street

**Contact Person\***  
John  
Doe

**Email\***  
john.doe@mail.com

**Phone Number\***  
China (+86) 00000000

**City\***  
Shanghai

**Country\***  
China

**Postal code\***  
00000

☐ Save this address to Address book ☒

**Next**

**Share this Quote**  
Additional email addresses you want to share this quote details with

**Email**  
jane.doe@mail.com

[+ Add Email Address](#)

**Back** **Continue**

Registered users can select the contact from their Address Book.

Filling the contact information.

Registered users can save new contacts to their Address Book.

You can choose to notify anyone about this quotation by entering their emails here.

After completing this section, click the button to proceed.

# Get a quote - Review and submit

Review the information, make sure it is all correct. Any missing or incorrect fields can be corrected using the 'Edit' button.

**Quote Request**

**Review Quote**

Quote Request #1

**Shipment Details**

Origin: SHANGHAI (CNSGH)  
Destination: LAI (PGLAE)  
Validity: 03 Feb 2022 - 28 Feb 2022  
TEU: 20

Container Type(s): 20 DRY CONTAINER  
Maximum Expected Weight: 2000 KG  
Commodity(s): HOME FURNISHINGS  
Upload Attachments

Estimated CO2 emission (per TEU): 2,346K tonnes

**Special Handling Instructions**

Special Instructions	Y/N
Perishable goods	No
Special Instructions	Y/N
Refrigerated goods	No
Special Instructions	Y/N
Out of gauge goods	No

**Additional Services**

Additional Services Requested

Import Customs Clearance  
Local Mils Transportation

**Requester Details**

XYZ Company  
66, XYZ Street  
Shanghai, China  
John Doe  
john.doe@gmail.com  
(+86) 00000000

☒ By proceeding with the quote request, I accept [Terms And Conditions](#)

**Get your Quote**

Click the button to submit the request.

You will see the confirmation page of the quote request.

**Quote Request Sent!**

Under your account [john.doe@gmail.com](#), we are pleased to inform you that your quote request has been sent.

Our customer representative will contact you in a few days with a Quote after which you can go ahead and complete your Booking Request.

Meanwhile, you can also download the documents below, or start exploring your dashboard!

Your Quote request number: #1: **QRCSNGH1000000672** [Download PDF](#)

**Need Help?**  
Need Help? contact your local Swire Shipping representative  
[Contact Us](#)

**Top FAQs**  
Can I use this quote to make a booking?  
Can I update my quote request details?  
What happens when I submit my quote request?  
[See all FAQs](#)

You can choose to download the PDF version of the quote request. Meanwhile, you will also receive a copy of the quote request PDF via email.



# Book a shipment

Once you have selected "Book this shipment" on the Select Sailing page you will be directed to the Booking form.

If your preferred sailing is a Swire-operated vessel you will be able to view the expected carbon emissions here.

Complete your shipment details, including your internal reference number so you can keep track of your booking requests

Fill in all relevant cargo information.

You must indicate whether or not you are shipping dangerous goods (including those requiring special handling, e.g. refrigerated goods).

Registered users can save a cargo template to make it easier next time.

Add another cargo to the booking if any.

After completing this section, click the button to proceed.

# Book a shipment - Select additional services

Do you need additional inland services? We can help - indicate any that you are interested in and we will get in touch to assist.

As an integrated logistics provider, Swire Shipping can offer customers a range of additional services to supplement your international shipments with us, i.e. first and last mile transportation, customs clearance, and cargo insurance in many markets.

**Booking Request**

**Additional Services**

**Choose an add-on service**

You are currently on port of origin terms.

As an importer using CIF terms you are responsible for the carriage and insurance of goods from the time they arrive at the port of destination, however transfer of risk to the importer happens at the port of origin. Freight is charged as prepaid. [Click here to learn more](#)

Please choose the additional services that fall under your CIF import terms.

**1 First Mile Transportation - China**

About our service: We partner with the leading inland transportation providers enabling a large network of services from major cities to major ports. See more.

Why choose us?

- Special Network
- Competitive Rates
- Associated Services
- Trusted Providers

**Service Added**

[Remove additional service](#)

**Enter Pick-up Details**

Select Inland Location\*

Company Name\*

City\*

Product Code\*

Preferred Pick-up Date\*

Additional Services

Inland Equipment

Point of Contact at Pick-up Point

Instructions and Documents

Upload any attachments (check your file)

[Back](#) [Continue](#)

Navigate back a page if you wish or click "Continue" to move forward.

# Book a shipment - Fill in contact info

**Booking Request**

**Shipment Parties**

**Booking Party**  
Details of the person who makes this booking and the company they work for. mandatory\*

**Booking Party Address**

**Company Name\***  
XYZ Company

**Company Address\***  
60, XYZ Street

**Contact Person\***  
John  
Doc

**Email\***  
john.doe@gmail.com

**Phone Number\***  
China (+86) 00000000

**City\***  
Shanghai

**Country\***  
China

**Postal code\***  
000000

**Save the Address into Book**

**Shipper**  
Details of the person who is the exporter (seller) at the origin

**Consignee**  
Details of the person who is the importer (buyer) at the destination

**Notify Party**  
Details of the person who needs to be informed of the delivery at destination (usually assigned by the consignee)

**Back** **Continue**

Registered users can select the contact from their Address Book.

Fill in the contact information of Booking Party, Shipper, Consignee, etc.

Registered users can save the contact to their Address Book.

You can choose to notify relevant stakeholders about this booking by entering their Emails here.

After completing this section click the button to proceed.

# Book a shipment - Review and submit

Review all the information to make sure it is correct. If not, you can easily edit using the "Edit" button.

### Booking Request

1

2

3

4

5

6

#### Review Booking

Selling information

Origin

Destination

Transit Time

Transit

Vessel Name

Service Name

SHANGHAI

LAO

18 Days

0

AAZ CREEP

NORTH ASIA SATINLASS SERVICE

ETA

04 Feb 2022

20 Feb 2022

See full schedule

Shipment Parties

Booking Party Details

Shipper

812 Company

Shanghai, China, 00000

John Doe

john.doe@gmail.com

+8600000000

Shanghai, China, 00000

Shanghai, China, 00000

Shipment Details

Incoterms

Trade Direction

Reference number

Upload attachments

CP

EXPORT

N/A

N/A

Cargo Details

Type

Quantity

Commodity

Average Cargo Weight

Containers supplied by

20' DRY CONTAINER

1

HOME FURNISHINGS

2000 KG

Carline owned

Special Instructions

Temperature control

N/A

No

Additional Services

First Mile Transportation

Location

Pick-up date, time

Address

Contact Person

Pick-up Tracking

SHANGHAI

18 Feb 2022, 09:00 AM to 12:00 AM

30, 312 Street

John Doe

Equipments

ISAT

Attachments

N/A

N/A

N/A

Total Amount

Price Not Available

By proceeding with the booking request, I accept Terms And Conditions

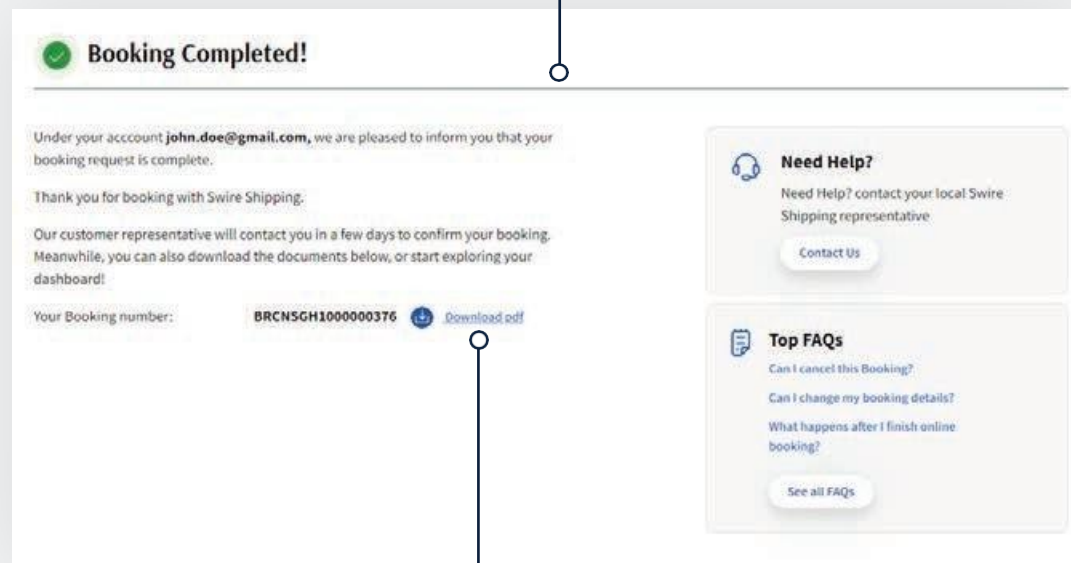
Place your booking

For certain bookings, the price may not be available instantly, and we will contact you later to confirm the price.

Click the button to submit the request.

# Book a shipment - After submission

After submission, you will see the confirmation page of the booking request. Our team will contact you within 2 business days.



You can choose to download the PDF version of the booking summary. Meanwhile, you will also receive the booking summary PDF via email.



# Track and trace -

## Update: Track all your shipments without log-in

On the homepage, you can switch to the "Track & Trace" tab and check your existing shipment with us.

The screenshot shows the Swire Shipping website homepage. At the top, there's a navigation bar with links like 'About Us', 'Our Solutions', 'Industries', 'Sustainability', and a 'Login / Sign Up' button. The main banner features a large image of a container ship with the text 'Connecting the Pacific to the World' and a description of their multi-purpose liner service. Below the banner, there are two tabs: 'Search & Book' and 'Track & Trace'. The 'Track & Trace' tab is active, showing a form to enter tracking details. The form has two main sections: 'Track By' and 'Tracking Number'. The 'Track By' section has a dropdown menu with options: 'Bill of Lading', 'Booking', and 'Container'. The 'Tracking Number' section has a text input field containing 'SGNZ000080' and a 'Track' button. Below the form, there's a link to 'Explore our Instant Prices - available for some of our routes' and a 'Chat' button in the bottom right corner.

Enter your tracking details to trace your shipment's current status

Track By

Tracking Number

Bill of Lading

SGNZ000080 X

Track

Bill of Lading

Booking

Container

Enter Bill Of Lading(2)

Explore our Instant Prices – available for some of our routes

Chat

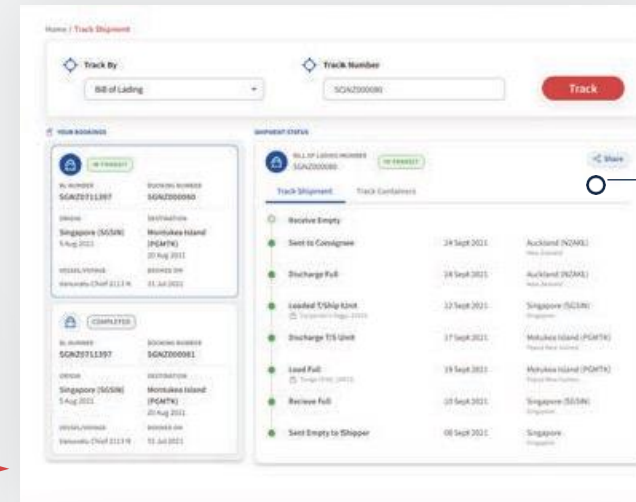
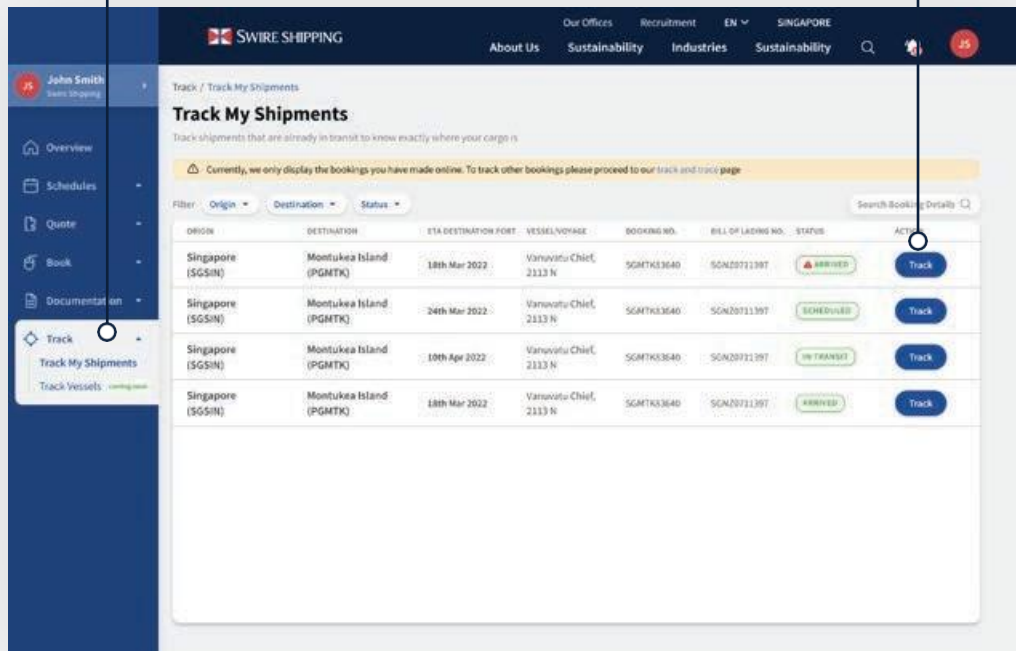
You can track by Bill of Lading, Booking Number or Container Number.

Enter the relevant tracking number(s) and click "Track". Max 1 Bill of Lading/Booking Number or 5 Container Numbers per search are supported.

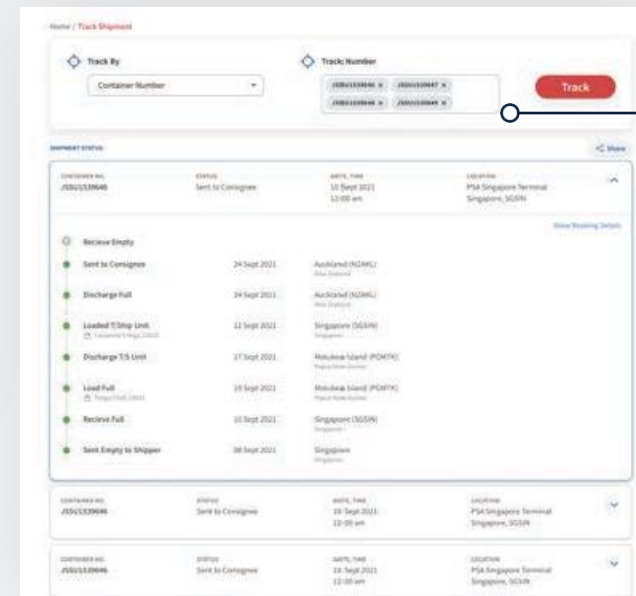
# Track and trace

You are encouraged to sign up and track your shipment with your account. After signing in, click "Track" on the navigation menu and view the status of all your current shipments with us.

Click the "Track" button to see the details of one specific shipment.



Logged-in users can view the full tracking result and complete sailing information.

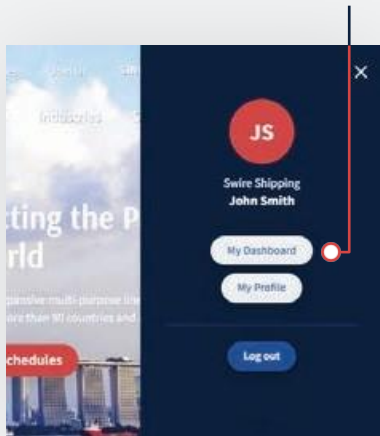


You can also directly enter the tracking numbers on the result page to track.

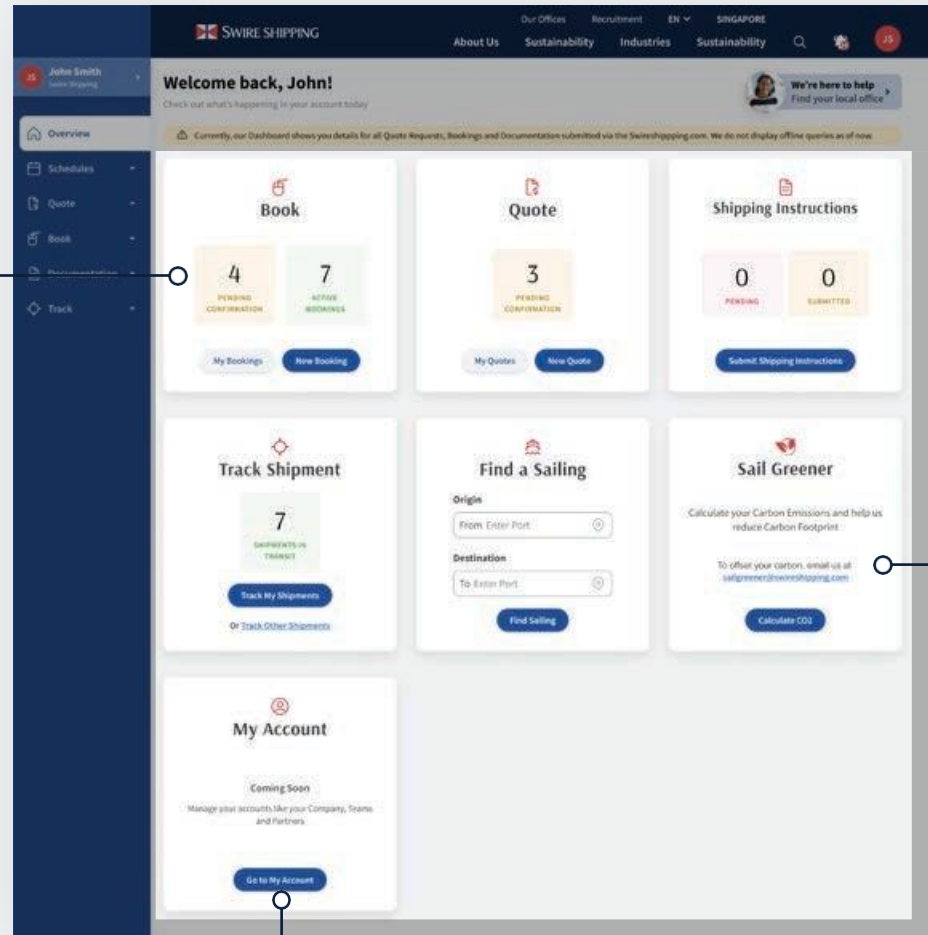
**Note:** Please note that TRT related tracking is currently unavailable under the Track and Trace feature at present. We are working on improving this in the future.

# Product dashboard - Overview

Once you have registered an account, and it has been approved by our Customer Success team, click here to view your personalised Product Dashboard.



See your pending and submitted bookings at a glance.



We have introduced cards view on the dashboard to help you view your account at a glance. Under "Overview" tab, can check all your transactions with us, e.g. bookings, quotes, shipping instructions, etc. You may manage or start any transaction here too.

Use "Sail Greener" to calculate the carbon emission of your shipment.

Click "Go to My Account" to visit your Customer Dashboard and manage your account information.

# Product dashboard - Bookings

Under "Book" tab, you can process all booking-related matters.

Start a new booking request.

Click to amend bookings.

The screenshot shows the 'My Bookings' dashboard with a table of bookings. The table has columns: ORIGIN, DESTINATION, VESSEL, BOOKING ID, CONTAINER TYPE, and STATUS. There are 7 rows of data, each representing a booking from Singapore (SGSIN) to Montukia Island (PGMTK) on the vessel Vanuatu Chief 2113 N. The statuses are: 'PENDING', 'CONFIRMED', 'CANCELLED', 'IN PROGRESS', 'REJECTED', and 'COMPLETED'. A 'New Booking Request' button is located at the top right of the dashboard.

Submit your amendment request for review and our Customer Success team will be in touch shortly to confirm whether or not the changes can be accepted as well as any price impact to your booking.

The 'Booking Details' page shows a summary of the booking. It includes sections for 'Sailing Information', 'Shipment Details', 'Cargo Details', 'Additional Services Requested', and 'Shipment Parties'. The 'Total Amount' is listed as USD 5,660. A 'New Booking Request' button is visible at the top right of the dashboard.

Request a booking amendment by clicking "Edit" on the items you need to revise. Booking amendment requests are subject to confirmation by our Customer Success team.

The 'Request of Change' section is highlighted in yellow. It shows the details of the change being requested, including the origin (Auckland (NZAKL)), destination (Lae (PGLAEL)), transit time (21 DAYS), and transit (2). The 'Request of Change' section is highlighted in yellow.

You can make as many booking amendments as you want. The price will be updated after the amendment is processed.

View edited information in the yellow box.

# Product dashboard - Cargo Booking Tool

Filter report by origin, destination, container type and voyage

Filter by Archive shows bookings created before Oct 15 2021

Customise your report by adding up to 12 fields

Export report in xls format

**Manage Bookings** BETA

Filter Origin Destination Status More Filters

[+ New Booking Request](#)

Search

[Add Fields](#) [Export](#)

ORIGIN	DESTINATION	VESSEL VOYAGE	BOOKED ON	CONTAINER TYPES	BOOKING ENQUIRY ID BOOKING REFERENCE	STATUS
SUVA (FJSUV)	LAE (PGLAE)	SAMOA CHIEF 2211N	18 Aug 2022	20DY x 5	BRFJSUV100000790	REJECTED
SUVA (FJSUV)	LAE (PGLAE)	SAMOA CHIEF 2211N	18 Aug 2022	20DY x 5	BRFJSUV100000789	REJECTED
SUVA (FJSUV)	LAE (PGLAE)	SAMOA CHIEF 2211N	18 Aug 2022	20DY x 5	BRFJSUV100000788	REJECTED
SUVA (FJSUV)	LAE (PGLAE)	SAMOA CHIEF 2211N	18 Aug 2022	20DY x 5	BRFJSUV100000787	REJECTED
SYDNEY (AUSYD)	AUCKLAND (NZAKL)	TASMAN CHIEF 2205E	15 Aug 2022	20RF x 6	BRAUSYD100000784	REJECTED
SHANGHAI (CNSGH)	LAE (PGLAE)	SUVA CHIEF 2219S	11 Aug 2022	20DY x 1	BRCNSGH100000782	REJECTED
SINGAPORE (SGSIN)	LAE (PGLAE)	CORAL CHIEF 2219S	11 Aug 2022	20DY x 1	BRSGSIN100000781	REJECTED
HONG KONG (HKHKG)	LAE (PGLAE)	KOTA HENING 1684S	25 Jul 2022	20DY x 1	BRHKHKG100000779	REJECTED
SUVA (FJSUV)	LAE (PGLAE)	TONGA CHIEF A2210N	25 Jul 2022	20DY x 50 20RF x 54	BRFJSUV100000778	REJECTED
SUVA (FJSUV)	LAE (PGLAE)	TONGA CHIEF A2210N	25 Jul 2022	20DY x 50 20RF x 54 20OT x 25	BRFJSUV100000777	REJECTED

☐ Select All (12)  
☐ Transit time  
☐ Transit  
☐ Transit at  
☐ Service Route

Submit your amendment request for review and our Customer Success team will be in touch shortly to confirm whether or not the changes can be accepted as well as any price impact to your booking.



# Product dashboard - Quotes

Under "Book" tab, you can view the status of your quotes, submit new quote requests, and extend quotes.

**My Quotes**

Search results have been filtered based on your selection [remove filter](#)

Filter: **Origin** **Destination** **Valid till** **Container type** **Archive** Sort by: **Requested On** Search

ORIGIN	DESTINATION	VALIDITY	REQUESTED ON	CONTAINER TYPES	QUOTE REFERENCE	STATUS	ACTIONS
Singapore (SGSIN)	Montukea Island (PGMTK)	31 Jul 2021 - 5 Aug 2021	31 Jul 2021	20 DY 40 DY 40 HCRF	QRAUBNE83640	SUBMITTED	***
Singapore (SGSIN)	Montukea Island (PGMTK)	31 Jul 2021 - 5 Aug 2021	31 Jul 2021	20 DY 40 DY 40 HCRF	QRAUBNE83640	SUBMITTED	***
Shanghai	Sydney	31 Jul 2021 - 5 Aug 2021	31 Jul 2021	20 DY 40 DY 40 HCRF	QRAUBNE83640	SUBMITTED	***
Singapore (SGSIN)	Montukea Island (PGMTK)	31 Jul 2021 - 5 Aug 2021	31 Jul 2021	20 DY 40 DY 40 HCRF	QRAUBNE83640	EXPIRED	***
Singapore (SGSIN)	Montukea Island (PGMTK)	31 Jul 2021 - 5 Aug 2021	31 Jul 2021	20 DY 40 DY 40 HCRF	QRAUBNE83640	SUBMITTED	***
Singapore (SGSIN)	Montukea Island (PGMTK)	31 Jul 2021 - 5 Aug 2021	31 Jul 2021	20 DY 40 DY 40 HCRF	QRAUBNE83640	SUBMITTED	***
Singapore (SGSIN)	Montukea Island (PGMTK)	31 Jul 2021 - 5 Aug 2021	31 Jul 2021	20 DY 40 DY 40 HCRF	QRAUBNE83640	EXPIRED	***
Singapore (SGSIN)	Montukea Island (PGMTK)	31 Jul 2021 - 5 Aug 2021	31 Jul 2021	20 DY 40 DY 40 HCRF	QRAUBNE83640	EXPIRED	***

Showing 51-60 out of 240

# Product dashboard - Shipping Instructions

Under "Documentation" tab, you can view the shipping instructions you need to submit.

Click "Submit SI" to start.

Follow the steps to edit your Shipping Instructions digitally, then click Submit.

Swire Shipping

Documentation / Shipping Instructions

## Submit Shipping Instructions

Submit Shipping Instructions online for the following bookings.

Submit Shipping Instructions Under Review

Priority Label: All Low High Medium

Filter: Origin Destination Vessel Sort by: ETD Search Booking Details

ORIGIN	DESTINATION	VESSEL/VOYAGE	CONTAINER TYPES	REFERENCE NO.	BOOKING REFERENCE	DUE ON	ACTION
Singapore (SGSIN)	Montukea Island (PGMTK)	Vanuatu Chief, 2113 N	20 DY x 1 40 HC x 2	PO123456A	AUBNER3640	9 Nov 2021	Submit SI
Singapore (SGSIN)	Montukea Island (PGMTK)	Vanuatu Chief, 2113 N	20 DY x 1 40 HC x 2	PO123456A	AUBNER3640	9 Nov 2021	Submit SI

## Shipping Instruction Submission

Cargo Items

Container Type	Container Number*	Seal Number*	Container Weight*	Container Volume*
20' Dry	TEFOWBLLT2	EDWU23 K	400 kg	2.30 m³
40' Dry				
20' Reefer				
40' High Cubing				
20' Dry				
20' Dry				
20' Dry				

Back Continue

# Customer Ratings - Quote, Booking and Track and Trace

Your booking is 75% completed.

Our Customer success team will reach out to you for any further information and the relevant documents submission cut-off time at the origin port.

**Get New Quote**

Request for a new quote

**Find New Sales**

SHARE FEEDBACK

✕

How satisfied were you with the online booking process?

NOT SATISFIED

1

2

3

4

5

VERY SATISFIED

Submit

Guest users will receive a popup when a request is made

**Your Booking Progress (BRCNNC10000000027)**

75%  
Completed

Your booking is 75% completed.

Our Customer success team will reach out to you for any further information and the relevant documents submission cut-off time at the origin port.

**Get New Quote**

Request for a new quote

**Find New Sales**

SHARE FEEDBACK

✕

How satisfied were you with the online booking process?

NOT SATISFIED

1

2

3

4

5

VERY SATISFIED

What did we do well? Share any ideas to help us improve your experience (optional)

Submit

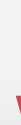
relevant documents submission before the cargo

Logged in users will receive a rating pop-up every 20 bookings.

# Customer dashboard - My Profile and Address Book



By clicking "Go to My Account", you will arrive at the customer dashboard.



You are encouraged to complete your profile for data validation purpose. To do so, click "My Profile" tab to continue.

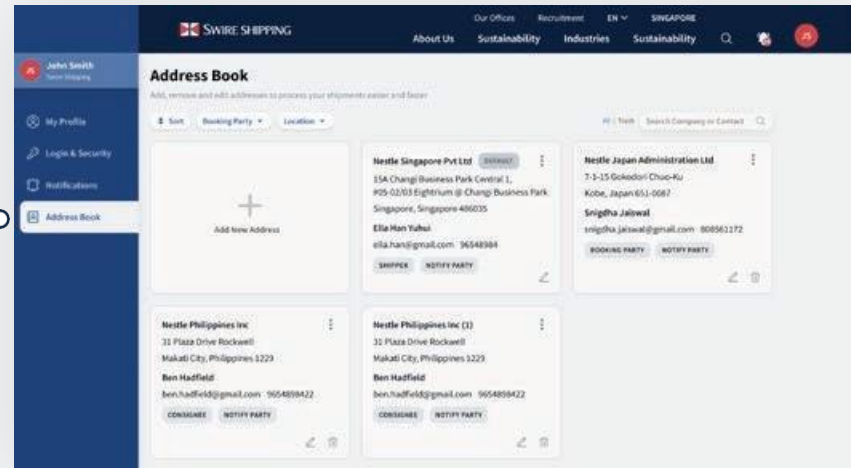
A screenshot of the 'John's Profile' page in the Swire Shipping customer dashboard. The page has a dark blue header with the Swire Shipping logo and navigation links: 'About Us', 'Sustainability', 'Industries', 'Sustainability', a search icon, a user icon, and a red 'JS' icon. A left sidebar contains a 'John Smith Swire Shipping' header and four tabs: 'My Profile' (selected), 'Login & Security', 'Notifications', and 'Address Book'. The main content area is titled 'John's Profile' and includes a sub-header 'You can access, view and edit details about your profile in this section'. Below this is a profile card for 'John Smith' with a circular 'JS' logo and contact information. To the right is a 'My Profile' form with fields for 'First Name\*' (John), 'Last Name\*' (Smith), 'Email\*' (john.smith@gmail.com), 'Phone Number\*' (Singapore (+65) 0000000000), 'Company Name\*' (Enter your Company Name), 'Company Address\*' (Enter your Company Address), 'City\*' (Enter your City), 'Country\*' (Enter your Country), and 'Postal Code\*' (Enter your Postal Code). At the bottom of the form are 'Cancel' and 'Save' buttons, and a 'Subscribe' button next to a checkbox for 'Subscribe to eNews - our digital newsletter so that we can inform you about our latest updates.'.

Update your profile information here.

Subscribe to our newsletter to get our latest updates.

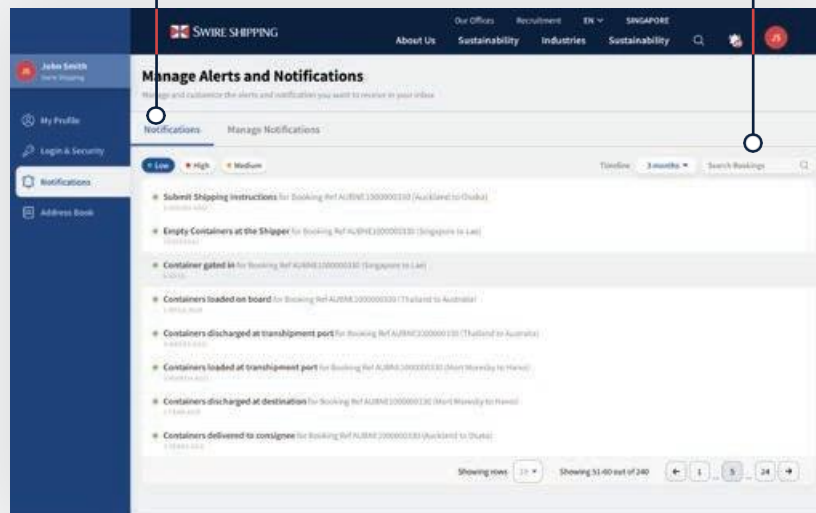
# Customer dashboard - Notifications and Address Book

Click "Address Book" to manage the address of different stakeholders. The updated address will be ready for your future digital transactions with us.

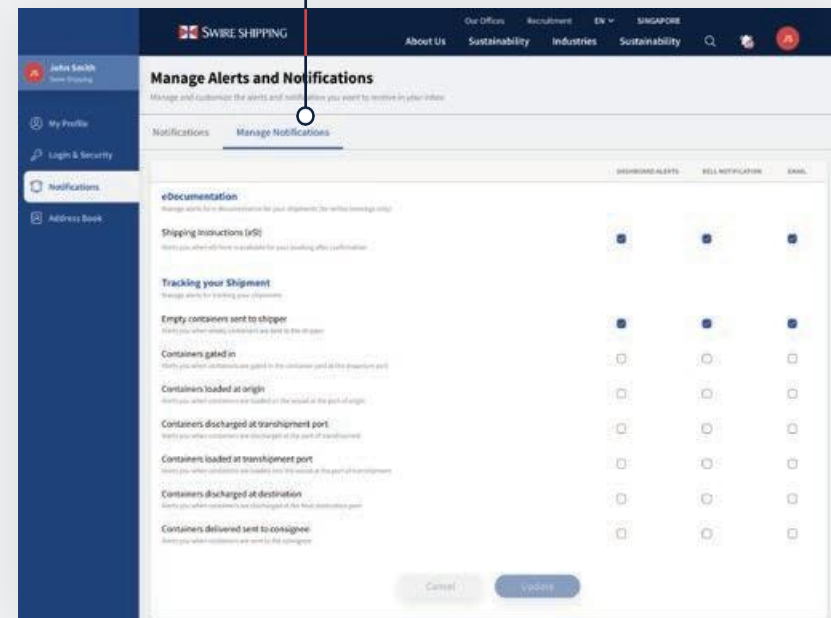


Click "Notifications" on the menu to view all the notifications.

Search among the notifications by booking numbers.



Click "Manage Notifications" tab to select the ways you prefer to receive each type of notifications.



# City Search - Office and contact details

Search by City Name to find our office location and contact details

## Our Offices


Find local contacts and detailed shipping information, such as routes, demurrage and detention charges for your origin or destination.


🔍


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



A Google Map showing the location of LAE in Papua New Guinea. The map includes labels for various locations such as Ranobe HP, Scharnhorst, Upat, Kanomi, Finschhafen, Kasanga, Tomkena, Mutsing, Bangaium, Bulolo, Aiwamba, Alogi, Aluwu, and Hambia. A red pin marks the location of LAE. The map interface includes 'Map' and 'Satellite' tabs, a zoom control, and a person icon for location sharing.


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A Google Map showing the location of Port Moresby in Papua New Guinea. The map includes labels for various locations such as Kokoda, Popondetta, Kiorota, Obo Mission, Daumagini School, Kemabola, Gemo, Kupiano, and St. Stanish. A red pin marks the location of Port Moresby. The map interface includes 'Map' and 'Satellite' tabs, a zoom control, and a person icon for location sharing.

# *Ready to get started?*

*Scan the code below and register with us!*



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☎ (65) 6603 9400

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