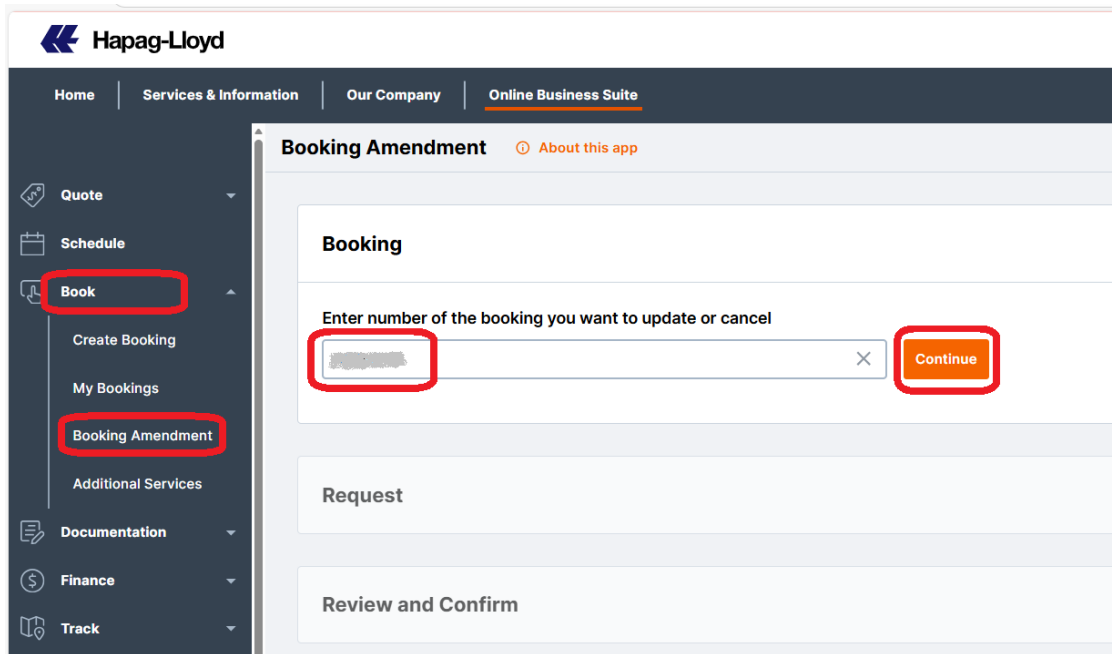


## Customer Guides on how to submit attachment

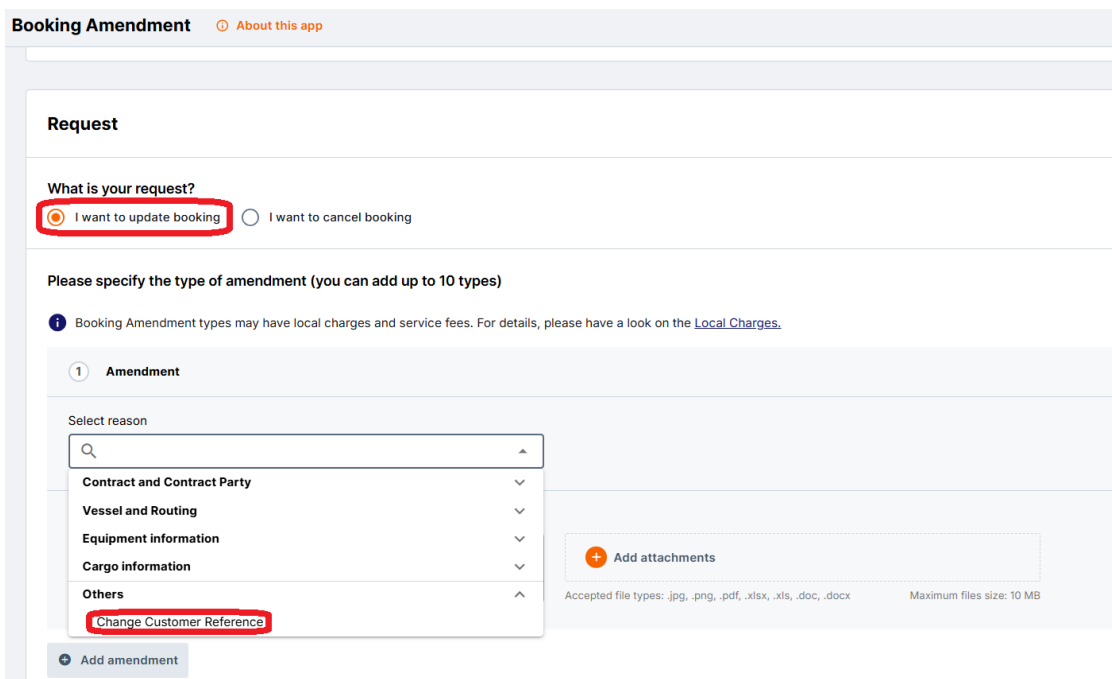
1. Click on **“Booking Amendment”** under the menu item **“Book”** in the left navigation bar of the **Oline Business Suite**. Enter booking number and click on **Continue**.

在一站式线上服务左侧导航栏的“订舱”菜单项下，点击“订舱修改”。输入订单号码，然后点击“继续”。



2. Click on **“I want to update booking”** and select **“Change Customer Reference”** from the drop-down list.

点击“**I want to update booking**”，并从下拉列表中选择“**Change Customer Reference**”。



3. Enter your remark and upload MSDS documents by clicking on the **“Add attachments”** button.

Please kindly note, here are the following three requirements for uploading files.

- 1) Max. 10 MB per request, if your file size exceeds 10 MB, please first compress your file carefully before uploading the materials.
- 2) Accepted file types: .jpg, .png, .pdf, .xlsx, .xls, .doc, .docx.
- 3) Please use only ASCII characters in the file name.

Click on “Continue” button to next step.

输入您的备注信息，然后点击“Add attachments”上传 MSDS 等文件。

请注意，上传的文件有以下 3 点要求：

- 1) 每次请求最大 10 MB，如果您的文件大小超过 10 MB，请在上传文件前仔细压缩您的文件。
  - 如果您有多个文件并且大于 10MB，请分批多次上传发送，并使用不同的描述，比如，MSDS-1，MSDS-2 等。
  - 您也可以在官网上上传第一批资料，系统生成 case number 后，在收到 case 回执的基础邮件上回复后续资料，并备注好资料批次。
- 2) 支持的文件类型：.jpg, .png, .pdf, .xlsx, .xls, .doc, .docx。
- 3) 请仅在文件名中使用 ASCII 字符。

ASCII 字符是计算机中最基础的字符集，包含英文字母（大小写）、数字（0-9）以及一些常见符号（如句号、下划线、连字符等）。这条提示通常是为了确保文件名在各种系统、程序中都能正常识别和处理，避免因使用特殊字符（如中文、日文、特殊符号等）而出现兼容性问题。

点击“Continue”按钮进入下一步。

Please specify the type of amendment (you can add up to 10 types)

Booking Amendment types may have local charges and service fees. For details, please have a look on the [Local Charges](#).

1 Amendment

Select reason

Change Customer Reference

Provide any necessary details and attachments (optional)

MSDS Submission

Add attachments

Accepted file types: .jpg, .png, .pdf, .xlsx, .xls, .doc, .docx

Maximum files size: 9.62 MB

MSDS.pdf 390.25 KB

Add amendment

Continue

Provide any necessary details and attachments (optional)

MSDS

Please use only ASCII characters in the file name. Please, try again

Accepted file types: .jpg, .png, .pdf, .xlsx, .xls, .doc, .docx

Maximum files size: 10 MB

4. Check the “Contact email” (prefilled from your user profile). You can edit the contact email field to the desired email address to receive the confirmation and status of your case.

Click on the “Submit request” button once you have filled in all relevant fields.

检查“Contact email”（已根据您的用户资料预填）。您可以将联系邮件编辑为所需的邮箱地址，已接收有关您申请的确认信息和状态。

在填写完所有相关数据后，点击“Submit request”按钮。

The screenshot shows the 'Request' section with a 'Request type: Update' and 'Amendment #1: Change Customer Reference' with details 'MSDS Submission'. Below this is the 'Review and Confirm' section with a red box around the 'Contact email' field. At the bottom right, there is a red box around the 'Submit request' button.

5. You will receive a **Case number** for your request, which you can use as your reference.

您将收到针对您的请求生成的 **Case number**，可将其用作参考。

The screenshot shows a success confirmation dialog box. It features a checkmark icon, the text 'Thank you! Your update request has been successfully submitted. A separate confirmation will be sent to you shortly.', and a 'Case number: 120277862' with a 'Copy number to clipboard' button. At the bottom, there is a question 'How was your experience with Booking Amendment solution?' followed by five yellow stars.