

Frequently Asked Questions Equipment Appointment System (EAS)

常见问题答疑 预约提箱系统

Questions 问题	Answers 解答
<p>1 Can I change container size after printing EIR? Do I need to cancel previous EIR first? 打印交接单后是否可以更改集装箱尺寸? 需要先取消旧的 EIR 吗?</p>	<p>System will automatically reflect the new container size. Customers need to re-print EIR. 系统会自动更新显示新的集装箱尺寸。无需取消, 但是需要重新下单。</p>
<p>2 Do I have to pay a fee for reprinting EIR? 重新打印交接单是否需要再次支付打印费用?</p>	<p>Reprinting EIR process will remain the same. 打印费用保持不变, 如您之前需要支付这个费用, 新系统实施后仍然需要支付。</p>
<p>3 Is it possible for me to choose pick-up location when printing EIR? 打印交接单时, 是否可以自由选择指定打单提箱地点?</p>	<p>Pick-up location will be assigned automatically based on stock level in various locations. 提箱地点将根据堆场盘存安排, 而不能选择指定的提箱地点。</p>
<p>4 Do I need to decide the pick-up date beforehand if I want to print EIR at counter? 如果选择在前台打单, 是否需要提前决定提箱时间?</p>	<p>Correct. You can view appointment availability for next three days, and arrange pick-up based on the date on your EIR. 是的, 您可以预览未来三天的预约提箱安排, 并根据交接单显示时间安排提箱。</p>
<p>5 Can I get equipment for sure after printing EIR? Can I change pick-up location if there is no equipment available? 是不是打了单就一定提到柜子? 打了单提不到箱是否可以改提柜地点?</p>	<p>We will maximize our effort to ensure that you reserve equipment within the valid period of your EIR. Please reserve again if there is no equipment available. 我们会全力保障您在预约时间内在指定地点提箱。如果因特殊情况您没有提到柜子, 请您重新预约。</p>
<p>6 How long is the effective period for pick-up after I print EIR? 24 hours is too short, can I extend the valid date? 打单后, 提箱的有效期是多久? 24小时太短, 可以申请延长吗?</p>	<p>EIR is valid from 08:00 till 07:59 the next day. Valid date can not be extended. Please reserve again if you can not pick up equipment within the valid period. 交接单有效期为上午8时至次日上午7时59分。非常抱歉, 有效时间不能更改, 如您当天未能提柜, 请重新预约。</p>
<p>7 If I am unable to choose pick-up location, does that mean there is no equipment available? 选不到预约提箱地点, 是不是意味着没有可用集装箱?</p>	<p>Please try arrange equipment pick for the next three days. If there is no equipment available during the time period that you would like to choose, please try again later. 我们会提供三天的预约预览, 您可以在此期间都尝试一下。如果都未能成功预约, 建议您耐心等待, 稍后再试。</p>
<p>8 If the pick-up location in system is Outside Depot, do I need to make an appointment with Outside Depot again? 打单系统里预约提箱地点是外堆场, 那是否需要与外堆场预约?</p>	<p>System we are implementing is different from what Outside depot is using. Process for making appointment with depot remains the same. 我们的预约系统和外堆场的预约系统不同。现有外堆场的预约操作维持不变。</p>
<p>9 How can I set aside nominated container number? 怎样才能预留指定箱号?</p>	<p>Please contact us to nominate container number subject to equipment stock level. 您可以与我们联系, 根据集装箱盘存情况为您做出相应安排。</p>
<p>10 What should I do if I want to cancel an appointment? 如果打算取消预约, 应该怎样操作?</p>	<p>Please go to EAS website to cancel your appointment in order to release the reserved equipment. 请登陆预约系统网站取消预约, 以便可以重新使用集装箱。</p>

For more information or to place a booking, please contact your local sales representative in South China.

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