



## Introducing: Receive Container Tracking Information Using an e-Mail Request

NYK Line is pleased to announce an enhancement to the Container Tracking application which will allow customers to track containers using e-Mail. Simply send an e-Mail to '[containertracking@nykline.com](mailto:containertracking@nykline.com)' with the word "TRACKING:" in the Subject line followed by a comma-separated list of any combination of Booking Numbers, Bill of Lading Numbers, and/or Container Numbers. The current and previous container movements for the shipments you requested will be returned directly to you via e-Mail without ever having to visit the NYKLine.com website.

NYK Line is always striving to improve the quality and features of our eCommerce offerings. Now you can take advantage of our enhanced Container Tracking application to receive information about container movements fast and seamless.

Please note this is an automated service and the mailbox is not monitored by anyone at NYK. For any other questions or comments, you can contact your local NYK Group office for assistance.

Basic Instructions to use this functionality:

1. Send e-Mail to [containertracking@nykline.com](mailto:containertracking@nykline.com)
2. You can also add copyholders in cc if you want them to receive a copy of the automated response e-Mail.
3. Subject line should have "**Tracking:**" followed by a comma-separated list of any combination of Booking Numbers, Bill of Lading Numbers, and/or Container Numbers.

- **Valid format sample subject line:**

TRACKING: 0000000011, ABCD123456

Tracking: 0000000011, ABCD123456

- **Invalid format sample subject line:**

Tracking 0000000011, ABCD123456  
(Problem: colon is missing after the word "Tracking")

Tracking : 0000000011, ABCD123456  
(Problem: There is a space between Tracking and ':' which is not allowed)

0000000011, ABCD123456  
(Problem: Prefix of the string should begin with 'Tracking:')

4. Within minutes of submitting your request via e-Mail, you will receive an automated e-Mail response from NYK 'No-reply-containertracking@notifications.nykline.com' with the container movements for the requested Booking, B/L and/or Container Number(s).
5. You may want to add 'No-reply-containertracking@notifications.nykline.com' e-Mail to your address book.
6. Please do not reply to the automated response e-Mail that you have received from NYK.

We trust that this initiative assists you in receiving the latest information regarding your shipments.

Thank you for your continued support. If you have any questions or require assistance please do not hesitate to contact our customer service team on:

**1300 883 001**

Yours sincerely  
NYK Line

