



## **Internship Report**

**On Operations at Mediterranean Shipping Company**



**MEDITERRANEAN SHIPPING COMPANY**

### **Submitted To**

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### **Submitted By**

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## Letter of Transmittal

Dr. Saad Hasan

Associate Professor

United International University

United City, Madani Avenue, Badda, Dhaka

14/12/2024

Subject: Internship Report on Operations at Mediterranean Shipping Company (MSC)

Dear Sir,

With due respect, I am delighted to present my complete Internship Report on Operations at Mediterranean Shipping Company, as part of my BBA program. This report covers all aspects of MSC's activities. I have strived to make it both informative and meaningful.

I kindly request you to approve my term paper and if you've any question regarding the report I'll try to answer. I hope you'll like this report.

Sincerely Yours,

Mohammad Alishah Hasan

ID: 111191103

Major in Supply Chain Management, BBA program

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## **Declaration By Student**

This internship report has been prepared for academic purpose as part fulfilment of BBA Degree at United International University and I declare that the report is work of own.

## Executive Summary

Mediterranean Shipping Company (MSC) is a firm in the shipping and logistics industry. The company was founded in 1970 by Gianluigi Aponte in Geneva, Switzerland. Initially operating as a small traditional ship operator, MSC has rapidly expanded to become the second-largest container shipping company in the world, boasting a fleet of approximately 850 vessels and a capacity exceeding 24 million TEUs (Twenty-foot Equivalent Units).

As of 2024, MSC holds a remarkable 20% market share in the global container shipping industry, marking an all-time high for the company. This growth trajectory positions MSC favorably against competitors like Maersk, with whom it previously maintained a strategic alliance (the 2M alliance), which is set to expire in 2025. Looking ahead, MSC is poised for continued growth as it expands its fleet and enhances its service offerings. The company prioritizes innovation, sustainability, and relationship with customers. These qualities will be critical as it navigates the evolving landscape of global shipping.

In summary, MSC's impressive growth story is characterized by strategic fleet expansion, a commitment to sustainability, and an unwavering focus on customer service, positioning it as a leader in the maritime industry for years to come.

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## **Chapter-1**

# **Introduction**



**MEDITERRANEAN SHIPPING COMPANY**

## **1.1. Basis of the report**

The BBA degree offered at United International University emphasizes on essential business principles and management, with a focus on logistics management and customer service, which are critical in the shipping industries. The curriculum covered different areas of supply chain management, including, transportation; logistics; inventory related issues; and distribution strategies.

This report reflects on my experiences and the insights gained during my internship at MSC focusing on how these experiences have shaped my understanding of the business environment. This practical experience along with the academic knowledge is crucial for navigating the complexities of the shipping industry, where effective business strategies directly impact operational success.

## **1.2 Introduction**

The shipping industry in Bangladesh has evolved significantly since the country's independence in 1971, becoming a critical component of its economy. This report provides an overview of the key aspects of shipping companies operating in Bangladesh, highlighting their historical development, major players, and the industry's current landscape. After Bangladesh gained independence, the shipping sector faced numerous challenges. In 1972, The Bangladesh Shipping Corporation (BSC) started as the primary state-owned entity to provide efficient shipping services and reduce reliance on foreign vessels. Initially, Bangladesh had no ocean-going merchant ships, and BSC played a pivotal role in developing the national fleet and infrastructure necessary for maritime operations. The shipping industry is vital for Bangladesh's economic development, facilitating approximately 80% of the country's import and export activities. The sector has seen substantial growth over the years, with both local and foreign companies benefiting from increased trade volumes. The government's initiatives to modernize port facilities and develop new infrastructure are expected to further enhance the industry's capacity to support economic growth. The shipping industry in Bangladesh has come a long way since its inception post-independence. With a combination of state-owned enterprises and a growing number of private companies, the sector is well-positioned to meet the demands of international trade.

Mediterranean Shipping Company (MSC) plays a significant role in facilitating international trade. MSC which was founded by Captain Gianluigi Aponte in



1970, has transformed into one a large shipping line business worldwide. The company boasts a fleet of over 850 vessels and operating across more than 200 routes with connections to approximately 500 ports globally. With its headquarters in Geneva, Switzerland, MSC employs over 95,500 people across 155 countries, demonstrating its extensive reach and commitment to providing reliable shipping services. MSC significantly contributes to Bangladesh's economy by facilitating international trade. The company provides essential shipping services that enable Bangladeshi exporters to access global markets. By connecting local businesses with international buyers, MSC helps boost exports, particularly in key sectors such as textiles, garments, and seafood.

MSC's presence in Bangladesh creates numerous job opportunities within the shipping and logistics sectors. The company's operations require a diverse workforce, ranging from logistics coordinators to customer service representatives. This not only helps reduce unemployment but also fosters skill development among local workers. MSC is involved in training programs aimed at enhancing the skills of individuals in the shipping industry. By providing training on best practices in logistics management and customer service, MSC helps build a more competent workforce that can meet the demands of the evolving shipping landscape.

MSC prioritizes environment and sustainability. The company has incorporated eco-friendly and serious about reducing carbon emissions in the sector. MSC is a critical cog in ensuring uninterrupted flow of essential goods to Bangladesh. The company's robust logistics network enables it to respond quickly to emergencies, delivering vital supplies like food and medical equipment when needed most. Mediterranean Shipping Company serves as a key player in Bangladesh's shipping industry by facilitating trade, investing in infrastructure, creating jobs, providing training opportunities, promoting sustainability, and responding effectively during crises. Through these contributions, MSC not only supports the economic growth of Bangladesh but also strengthens its position within the global supply chain.

**Chapter- 2**

**Company Profile**



**MEDITERRANEAN SHIPPING COMPANY**

Mediterranean Shipping Company (MSC) is a prominent global shipping and logistics firm, established in 1970 by Gianluigi Aponte in Italy. Headquartered in Geneva, Switzerland, MSC has grown to become the largest container shipping company in the world, controlling approximately 20% of global container capacity as of July 2024. The company operates a fleet of over 790 vessels with a total capacity exceeding 5.5 million twenty-foot equivalent units (TEU) and serves more than 500 ports across 155 countries.

MSC's operations cover a wide array of services, that includes full-container load (FCL) and less-than-container load (LCL) shipping, as well as intermodal transport solutions that integrate truck and rail services. MSC is well regarded for its customer-oriented approach and commitment to sustainability, continually investing in frontier applications and technologies that are designed to enhance to increase efficiency and mitigate impacts on environment.

MSC links important economies in Europe, Asia, the Americas, and Africa through a network of more than 215 trade routes. By consistently investing in new ships, the corporation has also made great progress in growing its fleet and capabilities. With one of the biggest container fleets in the world as of November 2023, MSC continues to play a vital role in promoting global logistics and trade.

## 2.1 Mission, Vision, and Values

The operations of Mediterranean Shipping Company (MSC) in the international shipping and logistics sector are guided by a specific mission, vision, and set of values.

- **Mission:** The goal of MSC is to promote safe, effective, and sustainable global goods transportation in order to support both domestic and international trade. The business specializes in providing adaptable shipping options that are suited to the varying demands of its clients in a range of sectors, such as luxury products, pharmaceuticals, and agricultural.
- **Vision:** Through its vast global network, MSC seeks to help people, infrastructure, economies, and the environment while making sure that cargo moves freely even in trying times.
- **Values:** Prioritizing the needs of customers by providing personalized services through a local presence in over 675 offices worldwide. Embracing

advanced technologies to enhance operational efficiency and services tailored to meet demand of customers.

## 2.2 Business Model

Global container shipping and logistics are at the heart of The Mediterranean Shipping Company's (MSC) extensive business strategy. The following are the main elements of MSC's business plan:

- **Core Services:** MSC is one of the top container shipping line, operating a fleet of over 790 vessels with a capacity exceeding 5.5 million TEU (twenty-foot equivalent units). The company provides international shipping services to more than 500 destinations across 155 countries.
- **Logistics Solutions:** In addition to shipping, MSC offers a variety of services, including logistics services such as warehousing, distribution and freight. This integrated approach allows MSC to manage the entire supply chain for its customers.
- **Multimodal Transportation:** MSC offers multimodal transportation options that integrate rail, land, and sea transportation. This minimizes transit expenses and durations while guaranteeing the smooth flow of commodities from point of origin to point of destination.
- **Competitive Positioning:** Unlike many competitors that grow through acquisitions, MSC has focused on organic growth by expanding its fleet and service offerings. This strategy has allowed it to become one of the top big firm in container shipping without compromising its operational integrity.
- **Strategic Partnerships:** MSC engages in vessel-sharing agreements (VSAs) with other shipping lines to optimize routes and reduce costs while maintaining independence in its operations.

## 2.3 Partnerships and Alliances

MSC collaborates with a range of stakeholders, including private companies, public entities, industry associations, and non-governmental organizations, to address sustainability challenges. These partnerships focus on decarbonizing supply chains, protecting oceans, and promoting biodiversity. Notable collaborations include:

- Getting to Zero Coalition
- Global Centre for Maritime Decarbonization (GCMD)
- Hydrogen Council
- European Clean Hydrogen Alliance

**Digital Container Shipping Association (DCSA):** MSC is a member of DCSA, which aims to enhance digitalization in the container shipping industry through standardized processes and data sharing.

**Rail Partnerships:** In October 2023, MSC established a strategic partnership with Global Infrastructure Partners (GIP) to acquire a stake in Italo, a leading high-speed rail operator in Italy. This partnership aims to strengthen rail connectivity and support sustainable transport solutions across Europe.

MSC's partnerships and alliances play a crucial role in advancing its sustainability agenda, enhancing operational efficiency, and fostering innovation within the maritime industry. Through these collaborative efforts, MSC aims to navigate the evolving challenges of global trade while contributing positively to environmental goals.

**Chapter- 3**

**Industry Analysis**



**MEDITERRANEAN SHIPPING COMPANY**

The Mediterranean Shipping Company (MSC) operates within a dynamic and evolving container shipping industry characterized by various trends and challenges. Recent years have seen substantial changes in the container shipping sector, especially in the wake of the COVID-19 outbreak. The sector started to rebound in 2023 and reached pre-pandemic levels, but it still had to deal with particular difficulties including shifting freight costs and geopolitical concerns that still influence international trade trends.

- **Inflow of Capacity:** A substantial increase in new vessel orders has led to concerns about oversupply. The capacity of new ships ordered is projected to be equivalent to 27% of the global fleet, coinciding with a predicted drop in demand of about 3% to 4% for 2024 and 2025. This oversupply is expected to exert downward pressure on freight rates and increase operational costs for carriers like MSC.
- **Geopolitical Conflict:** Supply chains and trade channels are changing as a result of ongoing geopolitical disputes, such as those between Russia and Ukraine. In order to reduce the risks associated with relying too much on a single nation, businesses are spreading their sourcing sources (friend-shoring), which could result in a realignment of international shipping patterns.
- **Initiatives for Sustainability:** With businesses like MSC pledging to meet aggressive goals for carbon neutrality by 2050, the sector is becoming more and more focused on sustainability. This involves making investments in energy-efficient technologies, low- and zero-carbon fuels, and modifying current fleets to cut emissions.

### 3.1 Market Position, Size and Growth:

MSC has positioned itself as a leader in the container shipping market through organic growth rather than acquisitions. This strategy has allowed it to expand its fleet significantly, now comprising over 790 vessels that transport approximately 23 million TEUs annually across more than 250 routes

- **Modernization of the Fleet:** MSC's investment in modern vessels, including LNG-capable ships and those designed for future fuel types like ammonia, enhances its competitive edge by improving operational efficiency and reducing environmental impact
- **Technological Adoption:** The company is leveraging digital solutions for operational efficiency, including real-time cargo tracking and enhanced

customer service platforms. This technological integration is crucial for maintaining competitiveness in an increasingly digital marketplace.

### **3.2 (MSC) Risks and Challenges:**

The Mediterranean Shipping Company (MSC) faces a range of risks and challenges that impact its operations within the global shipping industry. These challenges are influenced by geopolitical tensions, economic fluctuations, environmental regulations, and operational complexities.

- **Market Volatility:** The container shipping industry is experiencing significant market volatility, with freight rates fluctuating due to oversupply conditions. As new vessels enter the market, there is a risk of reduced profitability for MSC if demand does not keep pace with capacity.
- **Supply Chain Disruptions:** Recent events, such as port strikes on the U.S. East Coast and MSC's decision to terminate contracts at diversion ports due to accidents, have compounded supply chain challenges. These disruptions lead to delays and increased costs for shippers, which can also affect MSC's operations.
- **Increased Operational Costs:** Navigating longer routes due to geopolitical risks adds complexity to logistics operations. Increased fuel costs, potential delays from adverse weather conditions, and limited safe ports along alternative routes create a challenging operational environment for MSC.

### **3.3 Financial Performance Benchmarks:**

The financial performance of the Mediterranean Shipping Company (MSC) can be evaluated through various benchmarks, despite the company being privately owned and not publicly disclosing its financial results. Here's an overview based on available information.

- **Market Share:** MSC holds a market share of about 13.3%, closely competing with Maersk's 15.4%. The ongoing competition is characterized by efforts to expand and optimize fleet capacity and service offerings.



- **Operational Efficiency:** The company has focused on organic growth rather than acquisitions, which has allowed for controlled expansion and improved operational efficiency. MSC's strategy includes investing in larger vessels that can carry more cargo, thereby increasing profitability per voyage.

### 3.4 Financial Ratios and Metrics:

While specific financial ratios for MSC are not publicly available due to its private ownership, general benchmarks from the industry can provide context:

- **Gross Profit Margin:** This ratio measures the efficiency of production and pricing strategies. In the shipping industry, margins can vary significantly based on market conditions, operational costs, and freight rates.
- **Operating Margin:** This indicator reflects the percentage of revenue remaining after covering operating expenses. Given MSC's scale and fleet utilization, maintaining a healthy operating margin is crucial for profitability.
- **Return on Assets (ROA):** This metric assesses how effectively a company uses its assets to generate earnings. For shipping companies like MSC, ROA is influenced by fleet utilization rates and operational efficiency.

#### Challenges Impacting Financial Performance

- **Overcapacity Risks:** The influx of new vessels into the market could lead to oversupply, exerting downward pressure on freight rates and potentially impacting profitability for MSC and its competitors.
- **Geopolitical Instability:** Events such as conflicts or trade disputes can disrupt trade routes and affect demand for shipping services, posing risks to revenue stability.
- **Economic Volatility:** Fluctuations in global economic conditions can impact shipping volumes and rates, affecting overall financial performance.
- **Environmental Regulations:** in order to comply with strict regulations related to environment, large investment in technology and fleet upgrades, impacting short-term financial performance while aiming for long-term sustainability.

The future outlook for Mediterranean Shipping Company (MSC) is cautiously optimistic, characterized by strategic expansions, a commitment to sustainability, and resilience against economic challenges. As MSC navigates a complex landscape of competition and market dynamics. The successful implementation of its standalone East/West network further underscores MSC's commitment to enhancing operational efficiency and customer service as it prepares for future growth opportunities.

**Chapter- 4**

**Global Shipping Industry**



**MEDITERRANEAN SHIPPING COMPANY**

## 4.1 Shipping Industry

International trade depends on the vast shipping network and logistics firm. MSC is a vital component of international trade. International shipping network is responsible for transporting almost 80% of the world's products by volume. This sector includes various activities such as shipping logistics, cargo handling, and port operations, facilitating the movement of raw materials, manufactured goods, and consumer products across the globe.

### Economic Significance:

- The industry is projected to generate around US\$381.69 billion in 2024, with significant contributions to global GDP.
- It supports over 1.5 million jobs worldwide and is integral to maintaining competitive freight costs, which benefit consumers.

## 4.2 Ranking of Major Shipping Companies

The largest shipping companies are ranked primarily based on their container capacity, measured in **Twenty-foot Equivalent Units (TEUs)**, and the number of vessels they operate. As of 2022, the following companies lead the industry:

Rank	Company	Country	TEU Capacity	Number of Ships
1	Maersk	Denmark	4.3 million	718
1	Mediterranean Shipping Co. (MSC)	Switzerland	4.3 million	606
3	CMA CGM	France	3.2 million	542
4	COSCO Shipping	China	2.9 million	497
5	Hapag-Lloyd	Germany	1.7 million	259
6	Ocean Network Express	Japan	1.5 million	218
7	Evergreen Marine	Taiwan	1.5 million	201
8	HMM	South Korea	0.8 million	79
9	Yang Ming	Taiwan	0.7 million	87
10	Wan Hai Lines	Taiwan	0.4 million	146

# TOP 10 WORLD'S LARGEST CONTAINER SHIPPING COMPANIES

Container shipping companies by fleet size and TEU capacity (Dec 2022 vs Apr 2021)



**6,500 active ships**  
Including 5,686 fully cellular



**26,291,274 TEU**  
25,894,769 TEU fully cellular



**314,778,861 DWT**



Maersk and MSC are tied for first place in terms of TEU capacity, although recent reports indicate that MSC has surpassed Maersk in overall capacity due to aggressive fleet expansion strategies. The shipping industry has seen a significant shift towards Asia, with Chinese ports dominating global shipping volumes. In recent years, major ports like Shanghai and Shenzhen have emerged as key hubs, reflecting the region's increasing role in global trade. The industry is also witnessing advancements in shipbuilding technologies and operational efficiencies, which are critical for meeting growing demand and environmental regulations.

## 4.3 Key Problems Facing the Global Shipping Industry

### 1. Port Congestion and Delays:

- Ongoing port congestion continues to plague the industry, causing significant delays in shipping schedules. This issue stems from a

combination of factors, including labor shortages and increased cargo volumes.

## **2. Container Shortages:**

- The shortage of shipping containers has become a persistent problem since the COVID-19 pandemic. This scarcity arises from imbalances in trade flows, where containers are not returned to their point of origin quickly enough, leading to increased shipping costs and logistical delays.

## **4. Geopolitical Tensions:**

- Conflicts such as those in Ukraine and the Middle East have significant implications for shipping routes and operations. These tensions can lead to rerouting of vessels, increased transit times, and heightened risks for maritime operations.

## **5. Environmental Concerns:**

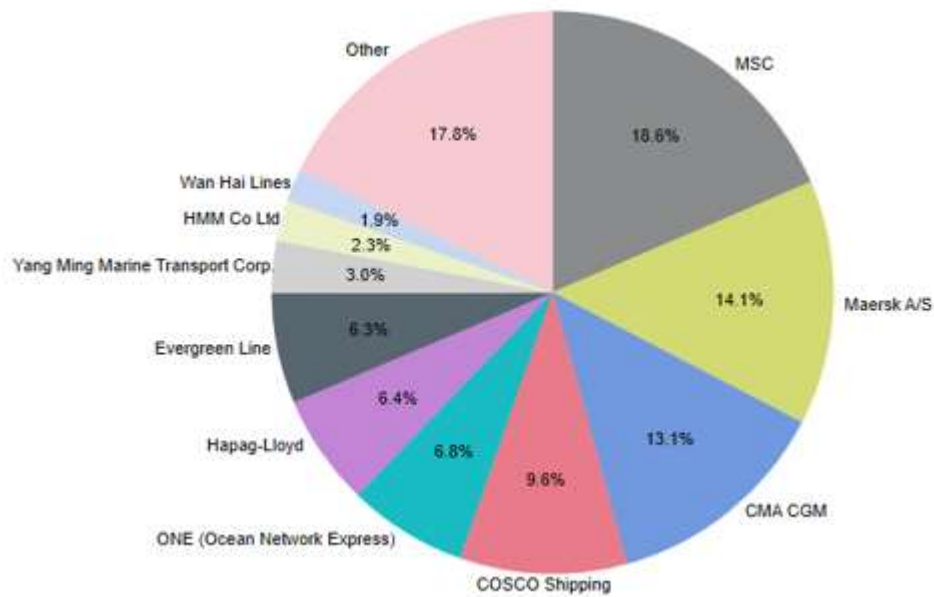
- The industry faces growing pressure to adopt sustainable practices amid rising environmental awareness. Shipping companies are encouraged to invest in greener technologies and practices while dealing with the financial implications of such transitions.

## **6. Cybersecurity Threats:**

- As the industry becomes more digitized, it faces increased risks from cyber related threats. It is important to ensure foolproof cyber security, otherwise sensitive information and data cannot be protected and operations will be hampered.

## **7. Infrastructure Strain at Ports**

- Many ports struggle to upgrade their infrastructure to accommodate larger vessels and increasing trade volumes. This strain can lead to bottlenecks, further exacerbating delays and increasing costs for shipping companies.



Source: Alphaliner, Services database 5 Sep 2022.

The global shipping industry is at a crossroads as it navigates a complex landscape of challenges in 2024. Addressing these issues requires proactive strategies from stakeholders across the sector, including investments in technology, infrastructure improvements, and enhanced supply chain resilience. As geopolitical dynamics evolve and environmental concerns grow, the ability of the shipping industry to adapt will be crucial for its future stability and growth.

**Chapter- 5**

**Internship Experience**

**(Documentation and Customer Service)**



**MEDITERRANEAN SHIPPING COMPANY**



As a major global player in shipping and logistics, the Mediterranean Shipping Company (MSC) relies heavily on well-organized documentation and exceptional customer service to ensure smooth operations and maintain high levels of customer satisfaction. Below is a detailed breakdown of the responsibilities, processes, and tasks involved in MSC's documentation and customer service work.

## 5.1 Customer Service Work

At MSC, customer service is centered on attending to the demands of customers, resolving problems, and promptly giving information about shipping and logistics services. Fostering customer pleasure and loyalty requires effective customer service.

- **Handling Customer Inquiries:** Serving as the first point of contact for customers by providing information on shipping schedules, rates, service options, customs regulations, required documentation, and tracking information.
- **Order and Booking Management:**
  - i. Assisting clients in booking cargo space on vessels.
  - ii. Coordinating with the documentation and operations teams to ensure smooth booking processes.
  - iii. Updating customers about their booking status and providing alternative options if delays occur.
- **Issue Resolution:**
  - i. Investigating complaints related to lost shipments, damaged goods, customs hold, or incorrect billing.
  - ii. Coordinating with internal teams (operations, documentation) to provide effective solutions.
  - iii. Handling escalations promptly to ensure issues are resolved satisfactorily.

## 5.2 Technology in MSC Documentation and Customer Service

- **Bill of Lading:** These technologies reduce paperwork, speed up processing times, and ensure data accuracy in transactions.
- **Tracking Systems:** These ensures monitoring and control can be done in real-time. So information such as status of shipments can be accessed from customer gadgets like mobile phone.
- **Artificial Intelligence (AI) and Automation:** These tools help handle repetitive tasks like data entry or responding to frequently asked questions (FAQs), enabling customer service staff to focus on more complex inquiries.

## 5.3 Role of Citrix Workspace

While specific details about Citrix Workspace's integration with MSC's eBL system are not provided, Citrix Workspace could potentially facilitate several aspects:

- **Access and Collaboration:** Citrix Workspace allows users to access applications and documents securely from any device. This capability would enable MSC employees and stakeholders to manage eBLs remotely, enhancing collaboration among teams and partners.
- **Data Security:** With its robust security features, Citrix Workspace can help protect sensitive shipping documents and data accessed through the platform.
- **Streamlined Workflows:** By integrating eBL processes within Citrix Workspace, MSC can create a seamless workflow for issuing, transferring, and managing Bills of Lading, improving overall operational efficiency.

## 5.4 How MSC Utilizes Electronic Bill of Lading (eBL)

Bill of Lading which is in electronic format is a digital version the paper based document. These are usually proof of goods receipts and shipments. It streamlines the documentation process by allowing shippers and other stakeholders to

manage and transfer shipping documents electronically, reducing reliance on physical paperwork.

<b>MEDITERRANEAN SHIPPING COMPANY S.A.</b> <small>1000 Avenue des Capucines, 1201 Geneva, Switzerland</small>		<b>BILL OF LADING No. MKDUAC448639</b> <b>NON-NEGOTIABLE COPY</b> <small>Not subject to Transfer Receipt Certificate</small>	
<b>SHIPPER:</b> <small>NAME, ADDRESS, CITY, COUNTRY</small>		<b>DATE OF ISSUE OF ORIGINAL:</b> 1/1 <b>DATE OF ISSUE OF THIS COPY:</b>	
<b>CONSIGNEE:</b> The B/L is to be made out to order of "To Order of" name <small>NAME, ADDRESS, CITY, COUNTRY</small>		<b>SHIPMENT QUANTITY AND WEIGHTS:</b> <small>QUANTITY AND WEIGHTS AS SHIPPED</small>	
<b>SHIPPER'S WEIGHT:</b> As responsibility shall rest on the Consignor the Agent for Bills of Lading <small>NAME, ADDRESS, CITY, COUNTRY</small>		<b>NET WEIGHT:</b>	
<b>MODEL &amp; OTHER NO. (see Clause 1 &amp; 2)</b> <small>MARKING</small>		<b>PLACE OF RECEIPT:</b> (Contract Transport ONLY - see Clause 1 & 2) <small>EXCEPTIONS</small>	
<b>BOOKING NO. (see Clause 1 &amp; 2)</b> <small>SHIPPER'S REF. PORT OF DISCHARGE</small>		<b>PLACE OF DELIVERY:</b> (Contract Transport ONLY - see Clause 1 & 2) <small>EXCEPTIONS</small>	
<b>INVOICE NUMBER:</b>		<b>EXCEPTIONS:</b>	
<b>PARTICULARS FURNISHED BY THE SHIPPER - NOT CHECKED BY CARRIER - CARRIER NOT RESPONSIBLE (see Clause 10)</b>			
<b>Container Number, Seal Numbers and Marks</b>	<b>Description of Packages and Goods (Contract or Standard Bill of Lading Paper applies)</b>	<b>Weight (Gross Weight)</b>	<b>Measurement</b>

Bill of lading number or BL number

<b>MEDITERRANEAN SHIPPING COMPANY S.A.</b> <small>1000 Avenue des Capucines, 1201 Geneva, Switzerland</small>		<b>BILL OF LADING No. MKDUAC448639</b> <b>NON-NEGOTIABLE COPY</b> <small>Not subject to Transfer Receipt Certificate</small>	
<b>SHIPPER:</b> <small>NAME, ADDRESS, CITY, COUNTRY</small>		<b>DATE OF ISSUE OF ORIGINAL:</b> 1/1 <b>DATE OF ISSUE OF THIS COPY:</b>	
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<b>MODEL &amp; OTHER NO. (see Clause 1 &amp; 2)</b> <small>MARKING</small>		<b>PLACE OF RECEIPT:</b> (Contract Transport ONLY - see Clause 1 & 2) <small>EXCEPTIONS</small>	
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<b>INVOICE NUMBER:</b>		<b>EXCEPTIONS:</b>	
<b>PARTICULARS FURNISHED BY THE SHIPPER - NOT CHECKED BY CARRIER - CARRIER NOT RESPONSIBLE (see Clause 10)</b>			
<b>Container Number, Seal Numbers and Marks</b>	<b>Description of Packages and Goods (Contract or Standard Bill of Lading Paper applies)</b>	<b>Weight (Gross Weight)</b>	<b>Measurement</b>
TOTALS			
<b>SHIPPER'S DECLARATION:</b> (Contract Transport ONLY - see Clause 10) <small>Contract or Standard Bill of Lading Paper applies</small>		<b>RECEIVED BY THE SHIPPER:</b> (Contract Transport ONLY - see Clause 10) <small>Contract or Standard Bill of Lading Paper applies</small>	
<b>DECLARATION OF SHIPPER:</b> (Contract Transport ONLY - see Clause 10) <small>Contract or Standard Bill of Lading Paper applies</small>		<b>RECEIVED BY THE SHIPPER:</b> (Contract Transport ONLY - see Clause 10) <small>Contract or Standard Bill of Lading Paper applies</small>	
<b>DECLARATION OF SHIPPER:</b> (Contract Transport ONLY - see Clause 10) <small>Contract or Standard Bill of Lading Paper applies</small>		<b>RECEIVED BY THE SHIPPER:</b> (Contract Transport ONLY - see Clause 10) <small>Contract or Standard Bill of Lading Paper applies</small>	
<b>DECLARATION OF SHIPPER:</b> (Contract Transport ONLY - see Clause 10) <small>Contract or Standard Bill of Lading Paper applies</small>		<b>RECEIVED BY THE SHIPPER:</b> (Contract Transport ONLY - see Clause 10) <small>Contract or Standard Bill of Lading Paper applies</small>	

## 5.5 Empty Release Process

The empty release process is critical for managing the logistics of container movements, especially when containers are not used for shipments. MSC has implemented various protocols to ensure that empty containers are handled efficiently and securely.

**40' High Cube (HC) Container:** This container is 40' HC which in laymen terms mean a 12m high-cube Container. For MSC customers these are very much sought after used for freight purpose.

**20DV & 40DV Dry Containers:** This is also called the “dry storage containers”. This is a standard size container. Usually this is general purpose. This has three segments namely:

- 20ft
- 40ft
- 40ft HC –with additional height.

**40' high-cube reefer container:** Fruits, fish, meat, dairy products, and ice cream are among the frozen and refrigerated items that can be transported in this container. It can carry 28,350 kg, weighs 3,900 kg tare, and has a 67 cubic meter capacity. With a temperature range of -30° C to +30° C, the container can cool in various zones. The vents in MSC's reefer units let fresh air flow and safeguard chilled goods.

## 5.6 Key Responsibilities

Before an empty container is released, it must be inspected to ensure it meets cleanliness and pest contamination standards. The shipper or their representative is responsible for conducting both external and internal checks. Specific documents must be prepared and submitted for the release of empty containers.

- Confirmation of export booking.
- A ticket or no-objection receipt issued by the relevant authorities, except when picking up from designated MSC locations.
- The release process must adhere to local and international shipping regulations. This includes ensuring that all necessary documentation is accurate and complete before processing the release.

## 5.7 Documentation and Communication

Customers must submit their requests for merchant haulage releases within a specified timeframe (typically five working days before the container's arrival). Required information includes:

- MSC container or Bill of Lading numbers.
- Planned collection date.
- Agent-to-agent release approval from the consignee.
- **Legal Entitlement:** Customers must ensure they have legal entitlement to the goods before requesting a release. This includes obtaining written consent from the consignee if they are not directly involved in the shipment.
- **Charges and Payments:** Customers are informed about any collect charges related to the shipment, which may include freight, terminal handling, and other fees. Payment confirmation is required before releasing the cargo.

	DOCK/FEEDER	FFW	CONTAINER NO	SIZE	PORT DISCH	BOOKINGNO.	
1	102WCT	WANG LAMSA V SC4484 CHN	BY LYV HELLER BANGKOK SHIP LTD	MSMA656772	40HC	CHARLESTON	EBN01844429
2							
3	33CO	WANG LAMSA V SC4484 CHN	DART GLOBAL LOGISTICS	MSMA567569	40HC	HOUSTON	EBN01807589
4							
5	83CO	WANG LAMSA V SC4484 CHN	APPC SHIP MANAGEMENT	TLU2427136	35DN	NEW YORK	EBN01802747
6							
7	43HL	WANG LAMSA V SC4484 CHN	THE FREIGHT LTD.	TDH1322019	20DN	NEW YORK	EBN01806984
8							
9	53CON	WANG LAMSA V SC4484 CHN	POWER FREIGHT LIMITED	MSMA5778036	40HC	NEW YORK	EBN01808184
10	13CON	WANG LAMSA V SC4484 CHN	POWER FREIGHT LIMITED	DMA6205036	40HC	NEW YORK	EBN01808184
11							
12	83H	WANG LAMSA V SC4484 CHN	SEAGOLD SUPPLY CHAIN MANAGEMENT LTD.	TR4543549	40HC	NEW YORK	EBN01806847
13							
14	73BL	WANG LAMSA V SC4484 CHN	SEAGOLD SUPPLY CHAIN MANAGEMENT LTD.	MSMA529282	40HC/CLB	NEW YORK	EBN01805781
15							
16	83BL	WANG LAMSA V SC4484 CHN	DWTF FREIGHT INTERNATIONAL LTD.	MSMA7302810	40HC/CLB	NEW YORK	EBN018041733
17							
18	83OL	WANG LAMSA V SC4484 CHN	MAFRO SCM WIL PART	COR4270676	35DN	CHICAGO	EBN018023076
19							
20	33CO	WANG LAMSA V SC4484 CHN	PELLEU EXPRESS LTD	TR4495489	40HC	HOUSTON	EBN01801938
21							
22	113CO	WANG LAMSA V SC4484 CHN	MAFRO SCM WIL PART	MSMA5031138	40HC	SALVAMAH	EBN01801031
23	DOO	WANG LAMSA V SC4484 CHN	MAFRO SCM WIL PART	Y2448157082	40HC	SALVAMAH	EBN01801031
24	DOO	WANG LAMSA V SC4484 CHN	MAFRO SCM WIL PART	CAS1725749	40HC	SALVAMAH	EBN01801031
25	DOO	WANG LAMSA V SC4484 CHN	MAFRO SCM WIL PART	CAS1725593	40HC	SALVAMAH	EBN01801031
26	DOO	WANG LAMSA V SC4484 CHN	MAFRO SCM WIL PART	FFAL0570149	40HC	SALVAMAH	EBN01801031
27							

**Chapter- 6**

**Conclusion & References**



**MEDITERRANEAN SHIPPING COMPANY**

## 6.1 Conclusion

The company's growth trajectory reflects its strategic adaptability and commitment to meeting the demands of international trade.

## 6.2 Achievements and Innovations

- ❖ **Global Reach:** MSC operates in nearly 500 offices across 150 countries, facilitating trade through more than 200 global routes and 315 ports. This extensive network enables MSC to provide comprehensive logistics solutions that encompass not only maritime transport but also rail and road services.
- ❖ **Commitment to Sustainability:** MSC has made significant strides towards sustainability, investing in modern vessels equipped with eco-friendly technologies. The company is actively engaged in initiatives aimed at reducing its carbon footprint and enhancing supply chain decarbonization.
- ❖ **Technological Advancement:** The company has embraced digital transformation, implementing electronic documentation processes such as the electronic Bill of Lading (eBL). This move towards digitization enhances operational efficiency and improves customer service by streamlining documentation and communication.

## 6.3 Challenges Ahead

Despite its successes, MSC faces several challenges that could impact its operations:

- **Market Competition:** The shipping industry is experiencing heightened competition, particularly following the decision not to renew the 2M alliance with Maersk. This shift may lead to increased market pressures and necessitate further strategic adjustments.
- **Economic Volatility:** Global economic fluctuations, geopolitical tensions, and ongoing supply chain disruptions from events like the COVID-19 pandemic continue to pose risks to operational stability.

- **Environmental Regulations:** As environmental regulations become stricter, MSC must navigate the complexities of compliance while continuing its sustainability initiatives.

## **6.4 Future Outlook**

Looking ahead, MSC is well-positioned to leverage its extensive network and innovative capabilities to adapt to evolving market conditions. The company's focus on customer partnerships, investment in technology, and commitment to sustainability will be crucial as it navigates the challenges of the shipping industry in 2024 and beyond. By maintaining its core values as a family-run business while embracing modern practices, MSC aims to continue playing a vital role in facilitating global trade and supporting economic growth worldwide.



## References

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