

A CUSTOMER GUIDE TO MAERSK SERVICES IN KENYA

Did you sign up with Maersk but unsure how to begin?
Here's a ready reckoner designed to help you!



The first step

- [Register with us](#)
- Create a unique customer identification reference
- Log into www.maersk.com and create your username and password
- Visit <https://www.maersk.com/support/website-guide> for guidance on how to proceed with this.

How do you start?

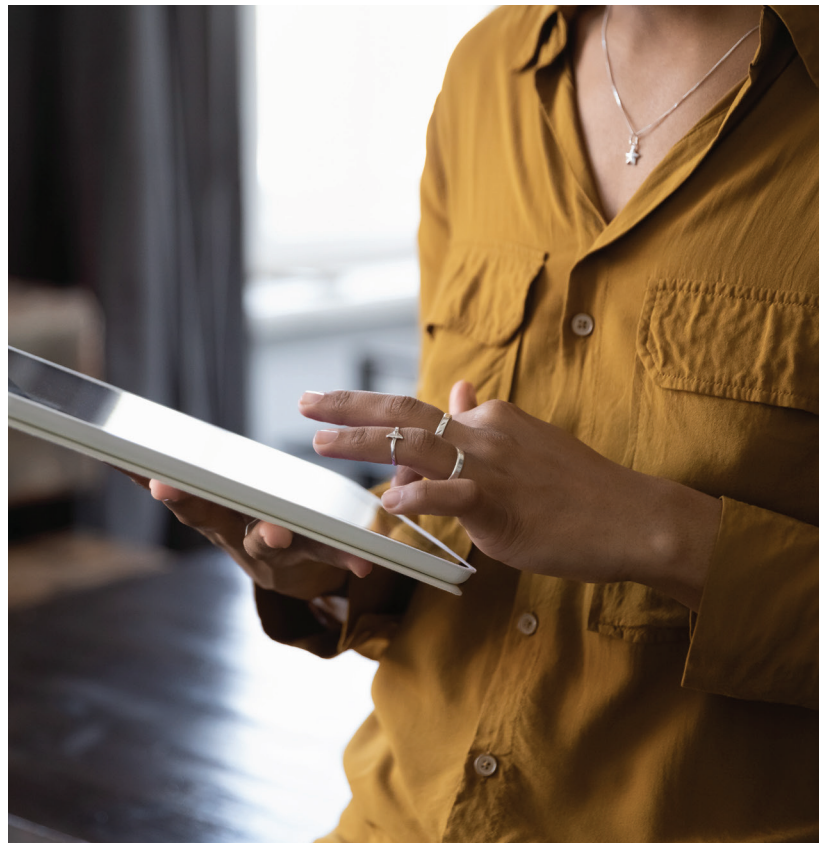
- Call us on **+254 207904511** or dial **0800721125** (toll-free) and a Maersk representative will help you out.
- For any sales enquiries, you can reach us on sales.support@maersk.com

What's next?

- You can now book your cargo with us on www.maersk.com
- Proceed to the depot to pick units
- Trucking details should be shared with the depot directly for release.

How to confirm cargo readiness

- Engagement list
- Reefer manifest
- Late acceptance





How can Maersk.com help?

You can access a variety of services on our website. It allows you to:

- Submit Verified Gross Mass (VGM) requests
- Issue and modify shipping instructions
- Access verify copies/drafts
- Access vessel cut-off timelines/updates and online cargo readiness on <https://www.maersk.com/local-information/africa/kenya/export>
- To track your unit or shipment, click [here](#)
- You can also find the following services [here](#)

- C11 Amendment status
- Container deposit information
- Container re-use information
- Documents required for C11
- Demurrage and Detention
- Guarantee forms

- Manifest Registration Nos
- Delivery order requirements
- Request invoice updates
- Cut-off restrictions
- Documents required for Auction Cargo

We help with these service requests

Export Services

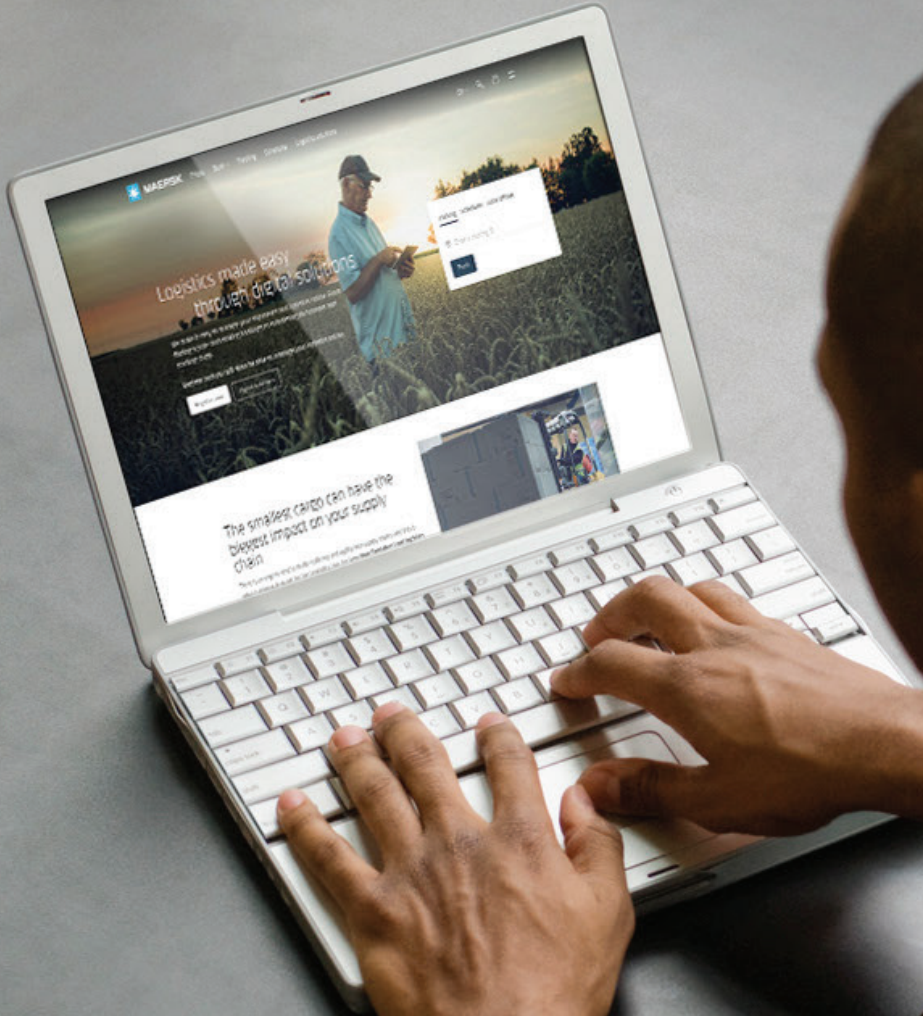
- Change of Destination
- Container linking requests
- Export invoice unavailability on maersk.com
- Telex release requests
- Booking errors (please attach screenshots)
- Bill of Lading amendments (please attach screenshots)
- Split/Combine shipments after initial SI submission
- Bill of lading amendment after cargo arrives destination
- Detention in transit queries
- Transit time/transport plan queries

Import Services

- Import invoice unavailability on maersk.com after request
- Deliver Order Copy and Electric Data Interchange
- CFS Copy
- EDI cancellation
- Change of invoice party before D/O release.
- Change of Clearing Agent after D/O release.
- Validation to pick up full cargo from CFS
- C11 Amendment queries and status
- Waiver request
- Container seal discrepancy

Here's what you should do:

- For export services as listed above, contact us via ke.export@maersk.com
- For import services as listed in the above table, contact us via ke.import@maersk.com
- You will receive a response in 4 working hours.
- Avail help from our online chatbot and receive instant responses.
- Call us on **+254 207904511** or **080 0721125** (toll free).



Getting started with import cargo clearance

- Start by requesting an invoice update [here](#)
- Your invoice can be accessible on MyFinance portal in 2 hours.
- You can start your cargo clearance 5 days from the vessel's expected time of arrival (ETA) at Mombasa.

All help on Pre-Release Validation (PRV)

- **Note:** Make a PRV request only after the local invoice has been generated
- To receive your PRV, send an email to Kenprv@maersk.com and get it processed in 2 hours
- Is your PRV being held up due to longstanding containers or outstanding invoices?
 - Contact our longstanding team on kenls@maersk.com
 - Contact our finance team on kenfin@maersk.com for match-off requests and account reconciliation



What is your mode of payment?

- **Bank transfers:** Once you have transferred funds, share the payment advice and remittance information on afrpayaap@maersk.com for actioning.
- **EURO payment:** Share payment remittance and advice with Glbtpcc@maersk.com
- **Mpesa:** Our M-pesa paybill number is **100209** and shipment number is the same as the account number. Visit our office for a receipt.
- **Cash deposit, banker's cheque or company cheque:** Visit our offices for your receipt.

Access your payment details [here](#).



Online delivery order request

- You can place your online delivery order request on our website.
- Please refer to our delivery order requirements [here](#)
- Your request will be processed within 2 hours of request.

Email contact points for miscellaneous requests

Please reach out to us for the following requests/queries by sending us an email.

- Dropping off empties – Kengscdropoff@maersk.com
- Container Pre-advice and Knock-off requests – Kencntcrl@maersk.com
- Refund – Afrrefund@maersk.com
- Dispute queries – Disputes@maersk.com
- For all longstanding queries - Kenls@mearsk.com
- Container reuse – Kencontainere-use@maersk.com
- Share engagement list/reefer manifest on target vessel through Kenvslopexe@maersk.com and Kencsvsl@maersk.com
- Late acceptance request Lateacceptance@maersk.com
- Account Reconciliation and Match Off Requests- Kenfin@maersk.com
- Container Sales Customer Service: Glbconsalsd@maersk.com

For general information and customer advisories, visit [here](#)

We are committed to attending to your service requests hassle-free and without any delays.

To facilitate this, we recommend that you address your queries, concerns and service requests only to the specific email IDs or touchpoints as outlined above.





