

# FAQ – EXPORT RELATED QUERY AND CONCERNS

<b>Question</b>	<b>Notification on transport plan changes</b>
<b>Answer</b>	We understand the importance of getting the right information on your cargo on transit when needed, please register on the Transport notification platform using below link to receive information on your cargo <a href="https://www.maersk.com/notifications/#create-notification">https://www.maersk.com/notifications/#create-notification</a> Kindly reach out to us via our live chat platform on <a href="http://www.maersk.com">www.maersk.com</a> for further support required.
<b>Question</b>	<b>Concerns on Increased Freight</b>
<b>Answer</b>	Maersk freight are very competitive. However, please liaise with your sales account manager for specific concerns regarding same or send an email to <a href="mailto:salessupport@maersk.com">salessupport@maersk.com</a>
<b>Question</b>	<b>Delay experienced with APMT Term-view update</b>
<b>Answer</b>	We are currently engaging APMT terminal on the enhancement of the term view platform to allow customers to self-serve and make changes to their bookings as desired. We expect to receive feedback on this within quarter 2.
<b>Question</b>	<b>Cancellation of renomination charges</b>
<b>Answer</b>	Renomination charges apply for changes to vessel after containers are gated in. To avoid these charges, please ensure to complete documentation and load on the vessel for which you have gated in the container. Charges are billed by the terminal. These are 3rd party charges.
<b>Question</b>	<b>Reason for the change on COD charge of \$300 rather a new restow charge have been added</b>
<b>Answer</b>	These are operational cost related to the COD request. Covers operational activities related to the changes requested. Restow charges as the name implies is a charge for the repositioning of the container on the vessel where applicable as a result of the COD.

<b>Question</b>	<b>Concerns on Invalid container / booking number on expordoc during clearance submission</b>
<b>Answer</b>	We have increased the frequency of container upload on container upload on expordoc to reduce the occurrence of this error. Where you have this error, please reach out to us via our contact channels for prompt resolution.
<b>Question</b>	<b>Reason for overbooking or vessel fully booked while making bookings online</b>
<b>Answer</b>	This is due to excess / un-utilized volume of bookings that have been created. We seek your support to utilize all pending bookings or cancel same if it would not be utilized to free up space and allow acceptance of new bookings
<b>Question</b>	<b>NXP validation delay</b>
<b>Answer</b>	Please check below NXP process map file for more clarity

- Log on to [www.myexpordoc.com](http://www.myexpordoc.com)
- Click on NXP Validation and fill the required details which includes the upload of CCI or NCX (for non-commercial export).
- Maersk reviews this details and updates the portal accordingly.
- List of gate-in units is sent to terminal twice weekly as agreed with terminal.
- Customer is to ensure final validation on TRMS portal to reflect **Shipping Line Reviewer** stage. Maersk will also support to facilitate prompt validation by sending to CBN to validate on the back end while also harvesting validated NXP details from TRMS portal
- To check the status of your NXP entry on the [expordoc](#) platform, kindly click on the highlighted link as indicated in the screenshot

**MAERSK**

Container Linking **NXP Validation** Clearance Submission Load Readiness My Account

**NXP VALIDATION - New Request**  
To track your NXP Validation request, [Click here](#)

Enter your Company Representative Code  
[Input Field]

Company Information

Please Enter A Valid Agent Code in the Box Above

Export Information  
 NXP  NCX

NXP/INX REFERENCE NUMBER  
[Input Field]

NXP APPLICATION NUMBER  
[Input Field]

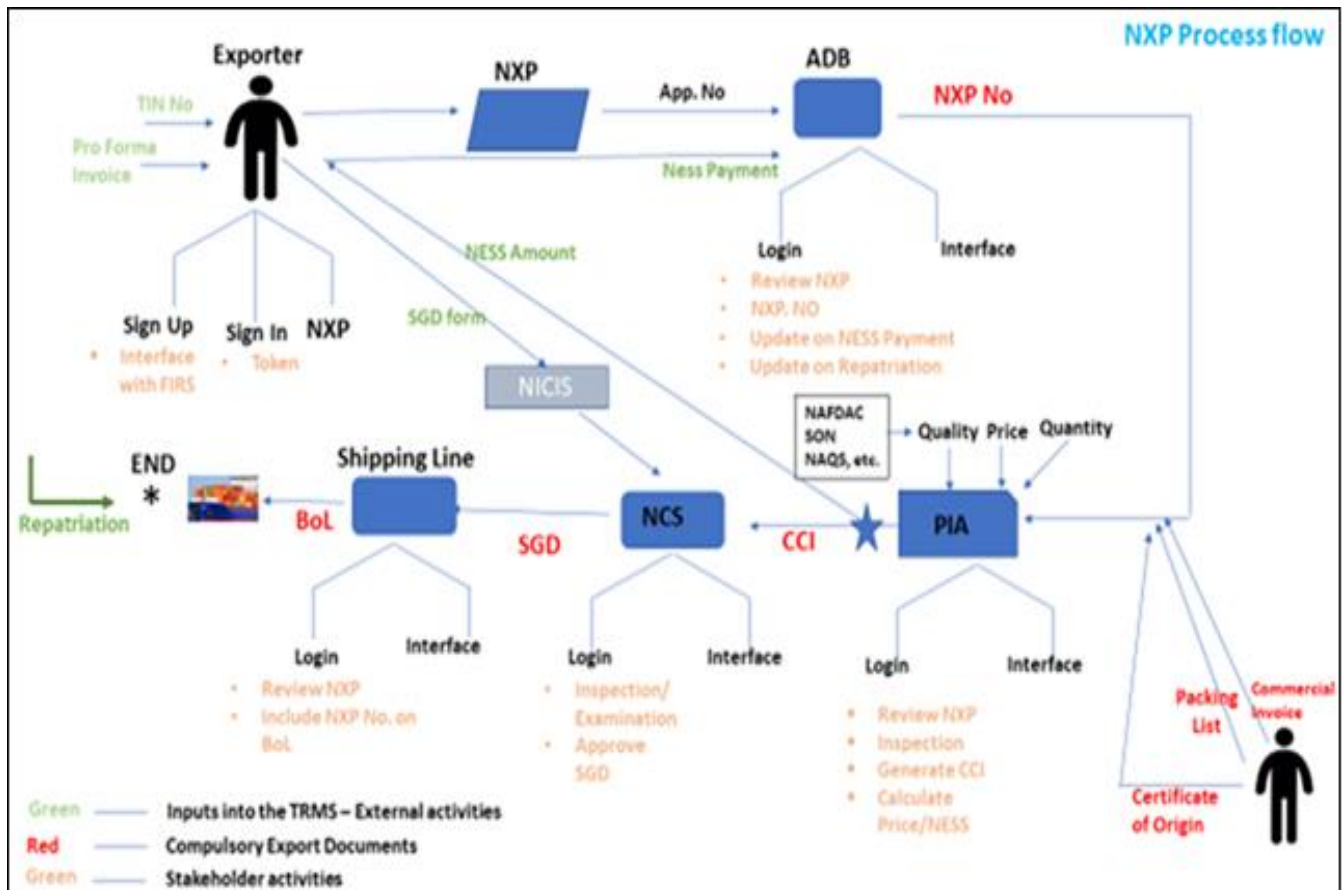
CCI/NCX Upload: (JPG/PNG/PDF)  
 NO FILE CHOSEN

Container Information

Container # [Input Field] Action

Container Numbers not in our Database will not be registered with your Request

Booking Number  
[Input Field]



<b>Question</b>	<b>Delayed email response / Response quality</b>
<b>Answer</b>	We commit to a 4-hour response time to all cases raised via email or from our website. For cases where responses are not provided within the committed timeline, please contact us via our customer service line – 017002100. On an average, over 94% of all cases received have been resolved within 4 hours.
<b>Question</b>	<b>Myexportdoc should be more user friendly - Excel template should be available for download and upload of data</b>
<b>Answer</b>	We are engaging with our IT desk on improving the export doc platform and including more user-friendly features. Feedback would be communicated with all customers on or before end of April 2022.
<b>Question</b>	<b>Renomination charge should be added to local invoices. All additional export service charge should be triggered before OBL issuance</b>
<b>Answer</b>	Local invoices are always triggered within 24 hours from loading of the shipment. Renomination charge would now be included upon vessel departure, invoice would be available within 24 hours of vessel departure.

# FAQ –IMPORT RELATED QUERY AND CONCERNS

Question	Customer Service Line Accessibility
Answer	<p>We are aware of the network related concerns that occurs sometimes in assessing our customer service line +234 1 700 2100. Please note that when such occurs, we can be contacted via our alternate line +234 1 227 9176 or email to <a href="mailto:ng.import@maersk.com">ng.import@maersk.com</a> for import related enquiries or <a href="mailto:ng.export@maersk.com">ng.export@maersk.com</a> for export related enquiries or via livechat on <a href="http://www.maersk.com">www.maersk.com</a></p>
Question	Review of ticket issuance closure time at the counter
Answer	<p>We stop ticket issuance to allow sufficient time to carter to all your service request within the same business day. We are still processing your requests up till close of business despite closure of ticket issuance at 2pm.</p> <p>We have made available alternate options which are:</p> <ol style="list-style-type: none"> <li>1. SSDO platform via <a href="http://maersk.com">maersk.com</a>: This enables you upload your import release documents at your convenience and in the comfort of your office for telex and waybill shipments without approaching the counter.</li> <li>2. Drop-off Option within the hours of 8am to 2pm: Documents submission at the counter area. No need to wait once you have verified your documents are complete.</li> <li>3. Advance OBL submission: Submission of OBL prior to vessel arrival or any time before you complete your customs clearance process. This enables you to take advantage of our SSDO cargo release platform once all documentation is completed rather than approaching the counter.</li> </ol>

<b>Question</b>	<b>Invoice Issuance Delay</b>
<b>Answer</b>	As a standard, we endeavour to have all import invoices uploaded on the myfinance platform 3 days to vessel arrival For additional detention invoices that are not available send a request to ng.import@maersk.com and same will be uploaded on the myfinance platform within 4 working hours after request. For cases where the committed timeline has been exceeded, please contact us via our customer service line.
<b>Question</b>	<b>Free-time update on easyrelease</b>
<b>Answer</b>	Free time validity is uploaded 5 days prior to vessel arrival on the easyrelease platform. Exceptional cases with error message 'Payment cannot be verified' should be escalated via mail to ng.import@maersk.com or through the customer service line.
<b>Question</b>	<b>Delay with receipt issuance</b>
<b>Answer</b>	Receipts are issued within 1 hour from when the request is uploaded on easyrelease if all documents and information is correctly uploaded. Receipt request status can also be checked on the easyrelease platform by clicking on the 'Track Request Status' tab. Please click on the resubmit tab to view the error message from the bank and the next line of action Possible reasons for delay could be: 1. Payment not found: Please contact your bank to confirm transaction in this case and resubmit request once same is confirmed. 2. Amount on payment advise do not match invoice amount: Attach your account statement that tallies with the amount paid for. Alternatively, for cases where bulk payment has been made for multiple invoices, please combine the pdf invoices as one file before uploading on easyrelease
<b>Question</b>	<b>Payment options asides transfer</b>
<b>Answer</b>	With the constant global adoption towards digitalization, it is important that we step up to the trend. Electronic payment options remain our most viable payment options via Mobile and Internet banking transfer, E-bills payment.
<b>Question</b>	<b>Additional invoice for longstanding containers</b>
<b>Answer</b>	For faster resolution timeline, please indicate on your email request the aging of the containers for cases where containers are above 6 months.

<b>Question</b>	<b>Incorrect consignee details on easyrelease</b>
<b>Answer</b>	Kindly reach out to us via the customer service line or via email for such exceptional cases.
<b>Question</b>	<b>Resolution desk for queries</b>
<b>Answer</b>	<p>We have made available several contact channels for resolution.</p> <ol style="list-style-type: none"> <li>1. NGFIN@maersk.com - request on outstanding / statement of account and other finance related issues.</li> <li>2. Disputes@maersk.com - disputes on invoice related issues / statement of account (SOA advised)</li> <li>3. Glbtpcc@maersk.com - request for receipt of payment on embargo shipments.</li> <li>4. NGAREFUND@maersk.com – Request on all refund related query</li> <li>5. Ng.import@maersk.com – Import related query outside those mentioned above</li> <li>6. Ng.export@maersk.com - Export related query outside those mentioned above</li> </ol>
<b>Question</b>	<b>Maritime police hold, not the line responsibility to place them</b>
<b>Answer</b>	<p>We are legally obligated to obey the directive from Government authorities to place hold on containers once such directive is received while they are still in our control. Please refer to the reference number quoted on myeasyrelease and approach the relevant government agency for resolution.</p>
<b>Question</b>	<b>Transit time for stemmed containers</b>
<b>Answer</b>	<p>We are committed to transferring ICD bound containers within 5 days from discharge. However, there are cases where same would be delayed due to Government agency's hold, this would be duly communicated via email to the consignee email registered with us. You can track the delivery location of your containers via <a href="http://www.myeasyrelease.com">www.myeasyrelease.com</a> or <a href="http://www.maersk.com">www.maersk.com</a></p>