

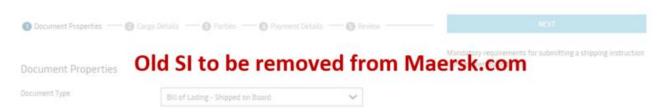
New Shipping Instructions Journey - Change in Experience

Dear Valued Customer,

We are pleased to announce that we are migrating our Shipping Instructions (SI) platform to the new page on maersk.com from 10th September 2022 onwards. In effect, we will no longer be displaying the old journey which you may be familiar with.

We thus refer to this advisory to share a summary of the positive changes which you may currently experience with the New SI page. For more details on the new features, please refer to the pages below for a visual guide.

Shipping Instructions for Shipment no. 12345678



Key benefits with our New Shipping Instructions journey:

\odot	Submit SI for up to 200 containers: Request single or multiple cargo descriptions with ease
\bigcirc	Easy switching between steps: Move between steps in whichever order you prefer during SI submission
\bigcirc	Save party information as 'Favourites': Reuse details previously saved online
\bigcirc	Resume from last edit: The new design allows you to save drafts, to come back later and continue
\bigcirc	Reminder on mandatory information: Country requirements are highlighted for ease of checking
\odot	Receive instant Verify Copy (VC): Automatic data processing our backend system
\bigcirc	Receive email confirmation: Subscribe for <u>Bill of Lading notifications</u> to receive Verify Copy via email
\odot	Preview submission details: in 'Review' stage, click Print Preview to preview VC and missing SI details

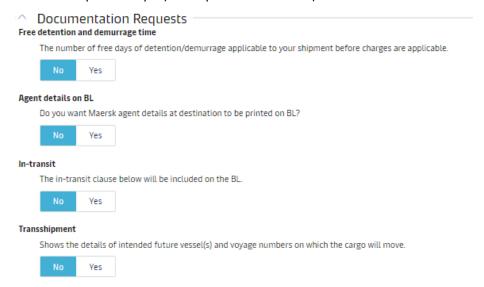
We refer to the sections in the pages below, for more details on the new features:

- 1. <u>Document: Simplified clause requests for instant verify copies</u>
- 2. Parties: Assignment of payers for specific charge lines and freighted copy requests
- 3. Cargo and VGM: Multiple cargo descriptions for container(s)
- 4. Review: Missing information and print preview
- **5.** Split SI: Split up to 5 Shipping Instructions
- 6. Customs Requirement: House Bill of Lading
- 7. Additional Guidance with Old SI Features (Combine and Part load SI)



1. Simplified Clause Requests for Instant Verify Copies

- Request to include the clauses in your Shipping Instructions (SI) submission in a simplified format for destination freetime, agent address, in-transit to final destination location and transshipment clause
- ✓ This method simplifies data processing, for a faster Verify Copy (VC) issued, while it is no longer required to manually key in the details in the 'Cargo Description' or 'Additional Comments' section of the SI submission page on maersk.com
- ✓ Kindly note that VC will not be instantaneously issued if number of free days entered due to our documentations setup for verifying these prior to confirming



2. Assignment of Payers for Specific Charge Lines and Freighted Copy Request

Assign payers in bulk for all origin, freight or destination charges, to reduce time spent in ensuring one
party is assigned all the charges



- Select from existing parties in shipment such as Shipper, Consignee, Booked By parties, or you may otherwise add new payers and their respective company details
- ✓ Request to display all charges in shipment, for freighted BL to be available

Do you want to display these charges and amounts on the bill of lading?

No Yes

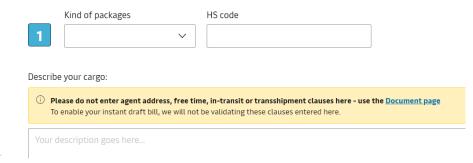
- ✓ For any requests for freighted BL, where rates will need to be retrieved from service contracts Price Owner will need to give approval on rates being displayed on documentations. Instant Verify Copy will not be available for this request, given backend verification from Maersk's documentations team.
- For the following locations below, BLs are required to reflect freight rates, thus no selection required.

 Origin: Argentina, Costa Rica, Uruguay, Mauritius, Paraguay. Destination: Brazil, Taiwan China, Suriname



3. Multiple Cargo Descriptions for Container(s)

 For the first cargo description, proceed to key in the Kind of Packages, HS Code, and Cargo Description accordingly.



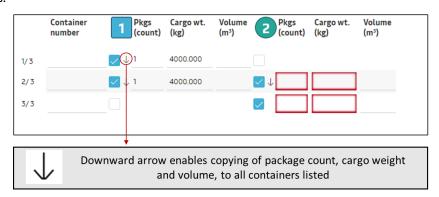
 To add additional cargo descriptions, select accordingly to either add another (different) description or copy details from the previous description. Then, additional sections will be created for filling in



Once all descriptions have been filled in, continue to scroll down page to submit the container details, seals and references. If you would require multiple descriptions for each container, select 'Yes' in the prompt.



Once cargo descriptions are filled in, proceed to assign each container the cargo description (based on the number label previously given to each cargo description i.e. 1, 2, 3 etc). If your containers all have the same packages count, cargo weight and volume, select the downward arrow to copy same details to all containers.



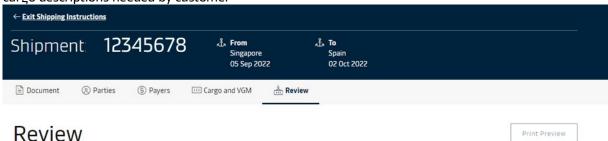


4. Missing Information and Print Preview

Review SI details submit prior submission, to check for missing information prompts



 Select Print Preview to visualize details on VC, before submitting SI, for final checks on wording and SI cargo descriptions needed by customer



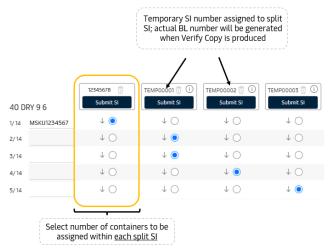
5. Split Up to 5 Shipping Instructions

✓ Split up to 5 split Shipping Instructions (SI) via the new journey to receive Instant Verify Copies

Split and Combine



 Assign containers to each split BL, or proceed without keying in container numbers if container has not been collected





5. Request House Bill of Lading

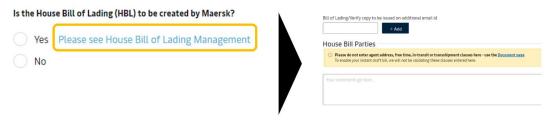
Customs Mandatory Requirement

✓ Indicate whether the shipper/consignee is a freight forwarder as a pre-check for customs requirement

Are the shipper and/or consignee on the bill a freight forwarder?

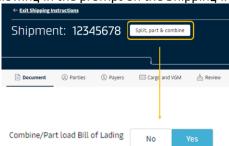
Yes
No

SI submitter may then decide whether House Bill of Lading needs to be created by Maersk



6. Additional Guidance with Old SI Features

 Combine and Part Load Requests on Old SI Journey: To continue with request for combine and partload requests for SI, select the following in the prompt on the Shipping Instructions page



- Removal of Additional Comments with exception of two scenarios
 - Scenario 1: Split and Combine journey mentioned above
 - Scenario 2: Requests for House BL will enable free text in Additional Comments section, where customers should provide party details on actual shipper and consignee, until there is a new SI feature launched for House BL journey (late 2022)



For full details on Shipping Instructions submission, visit https://www.maersk.com/support/faqs/how-to-submit-shipping-instructions.

Should you have further clarifications, kindly contact your local customer service agent or reach out to the live chat team on maersk.com. Thank you for your continued support.

Best regards, Maersk