

April 2nd, 2025**Enhancing Your Invoicing Experience**

Dear Valued Customer,

As part of our commitment to simplify and enhance customer's experience with Maersk, we would like to refresh you with Maersk's invoice generation timeline.

DETAILS	DESCRIPTION
Short-Haul (Intra-Asia) Export shipment	Once container is loaded
Short-Haul (Intra-Asia) Import shipment	2 working days prior to ETA Singapore
Long-haul (Non-Intra-Asia) Export shipment	24 hours after vessel departure
Long-haul (Non-Intra-Asia) Import shipment	3 calendar days prior to ETA Singapore

Additionally, please refer to the following links for further guidance:

- [MyFinance Invoicing Guide](#): Comprehensive instructions on how to retrieve invoices, handle disputes, and search for third-party invoices.
- [Invoice Notification Subscription](#): Subscribe to receive timely notifications when your invoice is created and ready for review.

We look forward serving your needs with innovative solutions and to continuously serving your global transportation needs.

Should you have any questions, please feel free to reach out to your local Customer Experience Consultant through the following channels.

Main Number: +65 6983 2212

Import Concerns: sg.import@maersk.com

Export Concerns: sg.export@maersk.com

Sincerely,
Maersk Singapore
