

26<sup>th</sup> June 2024

**Customer Advisory**  
**Shipping Instruction Submission & Amendment Requests**  
**Effective 1<sup>st</sup> July 2024**

Dear Customer,

At A. P. Moller – Maersk, we are continuously working to increase digitisation and provide greater visibility to customers. Therefore, we would like to remind you that **from Monday 1<sup>st</sup> July 2024, shipping instructions and amendment requests must be submitted via digital channels, including [Maersk.com](https://www.maersk.com), EDI & Intra.** This change allows us to process your instructions faster and with accuracy.

We will continue to accommodate email instructions only in the following scenarios:

- Requests to create split, combine & part bills of lading after draft bill of lading creation.
- Switch bill of lading requests.
- All breakbulk cargo/shipments.
- Customers who have purchased Booking Services.

Any requests received outside of these scenarios will be rejected.

Should you need further assistance, please watch this demonstration [video](#) on how to submit your shipping instructions.

If you are not registered yet on Maersk.com, please take a moment to get [registered](#) to ensure you are ready for this change, our [Live Chat](#) team is on hand to support.

We are confident that with this change you will experience a more consistent and effective engagement with our teams. We would also like to reconfirm that our standard handling time for requests that come through Maersk.com will be more efficient for you and your organization and provide greater visibility in your supply chain.

For further details of how this can work for you, please reach out to our Customer Experience team who would be happy to support with any questions you may have.

Sincerely,

A. P. Moller – Maersk