


Processing Timelines & Service Level Agreements

This document outlines the standard processing times for documentation, booking, and release services. Please note that while some services offer instant confirmation, others may require manual validation and will follow the stated SLAs.

 Documentation Timelines	
Service Type	Processing Time
Shipping Instructions	8–12 business hours
Web Amendments	1–2 business hours
BL Amendments via Email	3–4 business hours
Instant Verify Copies & Amendments	Confirmation on Maersk.com

 *Not all requests are instantly processed. Some require manual validation and will follow the timelines above.*

 Booking Timelines	
Booking Type	Processing Time
Fresh & Amendment Bookings via Web	1 hour
Case Management	4 business hours
Instant Booking Confirmation	Confirmation on Maersk.com

 *Manual validation may apply to certain requests, subject to SLA timelines.*

BL / SWB & Telex Release

- Processed within **4 business hours** from the time bank documents are received at the Maersk Counter.

EMAILS

- General cases are resolved within **4 business hours**.

Terminal Release Advisory

-  *Hold status cannot be removed until the vessel has arrived.*

Compensation Rollable

- Automatically applied within **2 days after sailing** from the terminal where the delay occurred.

Useful Links

Resource	Link
Spot Terms and Conditions	terms.maersk.com/terms-spot-booking
Vessel Cut-off Details	maersk.com/local-information/imea/pakistan/export
Customer Search (Active/Suspended)	maersk.com/user/account/customer-search
Local Charges	maersk.com/local-information/imea/pakistan
Explore More Services	maersk.com

Final Note

We thank you for your time and cooperation. Kindly manage your work accordingly to ensure a smooth and efficient process.

For further assistance, please contact your local Maersk representative or visit [Maersk.com](https://maersk.com).