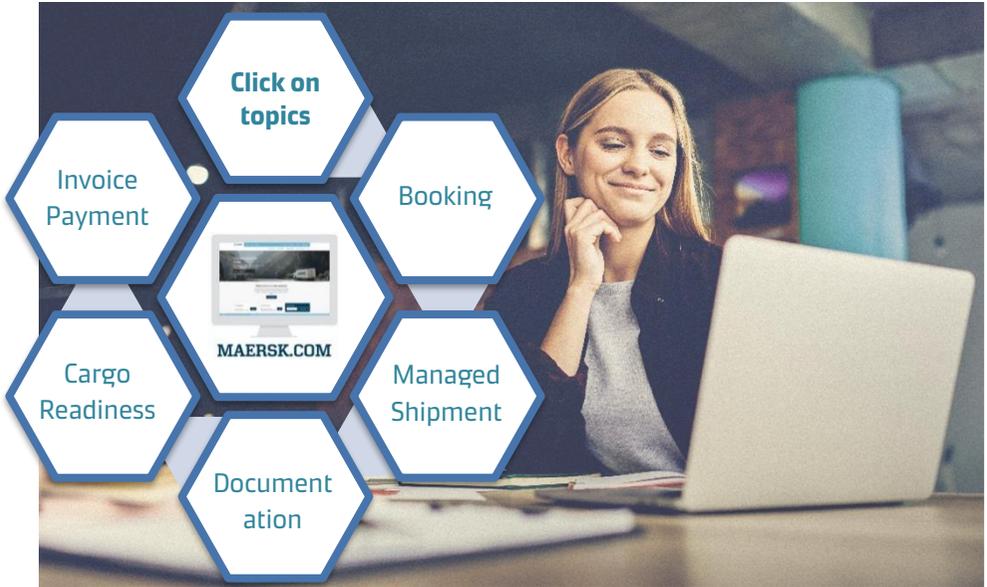


Export Booklet

All you need to know in your export shipping journey

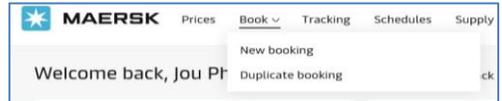


E-Guide ([link](#)) - Your 24 hours teacher for Maersk.com

1. Booking

Place Booking

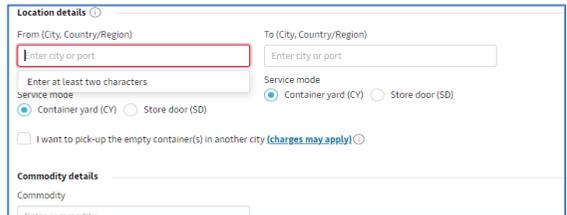
You may place a booking by creating a [New Booking](#) or [Duplicate Booking](#).



Where is your [Departure](#) location and [Arrival](#) location?

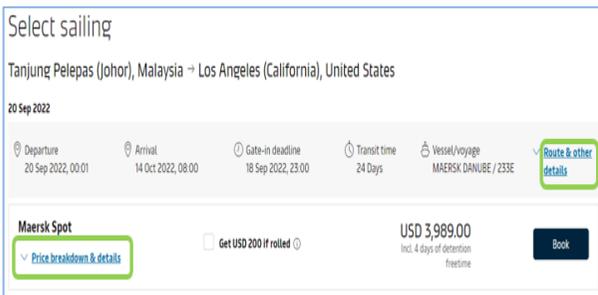
Select [Merchant Haulage \(CY\)](#) for [Ocean](#) service only.

Select [Carrier Haulage \(SD\)](#) for [Ocean + Inland Delivery](#) services.



Proceed by filling up the [Commodity](#), [Container details](#), [Departure Date](#), [Price Owner](#) and [Contact](#) details.

Now we are at Booking Tab 2: [Select Sailing](#)



- If you have contract with Maersk, you will see [Contract](#) options.
- If you don't have contract with Maersk, you will see [SPOT](#) and [Non-Spot](#) options.
- NOTE: Please confirm that you read the [Details](#) before clicking on 'BOOK'.

You may check the latest [Demurrage](#) and [Detention Free Time](#) information and [SPOT Terms and Conditions](#) by clicking on the extension of [Details](#).

Proceed with [Additional details](#) tab and review the booking.

Amend Booking

In case you need to [amend/ cancel](#) booking, go to [Shipment Binder](#).

Shipment no. 600000001 Booked by on 02 Jul 2020 18:24 (local time) Contract ID To be determined Price Calculation Date 02 Jul 2020 Product Type Booked By Reference Service Mode Merchant Haulage (CY) - Carrier Haulage (SO) Additional References None Deadline - CY 28 Jun 2020 18:00	Actions DUPLICATE BOOKING AMEND BOOKING CANCEL BOOKING IMPORT DELIVERY ORDER B/L RELEASE
---	---

- Online Booking Amendment turn time: 1 hour
- Amendment on Price Owner, Commodity and Contract is not allowed after container pick up.
- Amendment and Cancellation fee are applicable for SPOT booking (only changes in schedule or reduction in volumes).

2. Manage Shipment

Keep track with your shipment -> Subscribe to transport plan changes [notifications](#) on Maersk.com.

Click on  > Notifications

	Notifications
	Settings
	Change customer code

Managed your shipment with [Shipment Binder](#). You may go to Shipment Binder by [Track](#) or [Clicking on the shipment number](#) from Shipment Overview.

 MAERSK Track shipments Shipment, bill of lading or container number <input type="text"/> <input type="button" value="TRACK"/>	Shipment Overview - Export All Pending tasks Awaiting Maersk ETA changes Export customs Shipment, B/L, Container no. <input type="button" value="SEARCH"/> Shipment no. 600000001 From (City, Country/Region) Algeiras, ES <small>On Jun 18 departing from Algeiras, ES</small> To (City, Country/Region) Bremerhaven, HB, DE <small>On Jun 23 arriving at Bremerhaven, HB, DE</small>
--	---



The **Shipment Binder** contains all the information you need about a shipment.

Overview Documents Containers Pricing Log Additional services

Latest event: Load on MAERSK VALENCIA in Port Klang, 10, MY on 20 Aug 2022, 18:14

Place of receipt: Port Klang on 20 Aug 2022, 21:00

Port of loading: Port Klang, 10, MY
Departing 20 Aug 2022, 21:00

Port of discharge: Gothenburg, SE
Arriving 26 Sep 2022, 07:00

Place of delivery: Soedertaelje on 01 Oct 2022, 06:00

Original transit time 34 Days | Status: Delayed 7 Days
Transport plan change reason: In order to optimize your transit time, your shipment has been advanced on the first available departure.

View detailed transport plan

Shipment no. [redacted]

Booking Date: 02 Aug 2022 09:30 (local time) by [redacted]

Contract ID: To be determined

Price Calculation Date: 02 Aug 2022

Cargo loaded on board: 20 Aug 2022 18:14 (local time) at NorthPort Malaysia Bhd

Product Type: Maersk Spot Initiative

Service Mode: Merchant Haulage (CY) - Merchant Haulage (CY)

Quote Reference: [redacted]

SSIB Reference Number: [redacted]

Booking actions: DUPLICATE BOOKING, AMEND BOOKING, CANCEL BOOKING

Other actions: SUBMIT VGM, B/L RELEASE, IMPORT DELIVERY ORDER

Your export tasks: 19 Aug 2022 03:00 Verified Gross Mass, 19 Aug 2022 23:00 Shipping Instruction

Overview – to see an overview of the shipment details

Documents – to see the shipment documentation

Containers – to see an overview of the containers within a shipment

Pricing – to see prices and payment information

Log – to see a list of actions taken regarding the shipment

Additional Services - to see a list of Value Added Services that are available

Check the Shipped on Board date and deadline from Shipment Binder – Overview

3. Documentation

You may view your pending tasks at Shipment Overview – Export.

Shipment Overview - Export

All Pending tasks Awaiting Maersk ETA changes Export customs

Submit Verify Print Original B/L Print Waybill VGM

Shipment no.	From (City, Country/Region)	To (City, Country/Region)	Vessel	Deadline SI-Non IMS	Deadline SI-IMS
600000001	Tanjung Pelepas-01, MY On Jul 16 departing from Tanjung	Jawaharlal Nehru- 27, IN On Jul 25 arriving at Jawaharlal	MAERSK TALURUS Flag: SG, Built: 2008	15 Jul 18:00	N/A

Submit SI

Shipping Instruction submission deadline:

- 40 hours prior vessel arrival to load port (Advanced Import Manifest Countries - United States, Canada, European Union, Turkey, China, Japan, Israel, Mexico, Korea)
- 8 hours prior vessel arrival to load port (Other Countries)

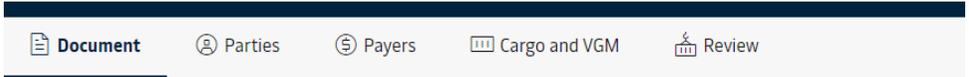
Dangerous Good Declaration Form submission deadline:

- 72 hours prior Maersk vessel arrival to load port
- 108 hours prior Non-Maersk vessel arrival to load port

Mandatory requirements for submitting a shipping instruction can be downloaded [here](#)

Submit Shipping Instruction SI

Click on the [Submit](#) button in the picture above to submit Shipping Instruction. Complete the submission by filling up the 4 information tabs below.



1

Document – Select BL type, vessel & location name, and certificate request

2

Parties – Update shipper, consignee, etc.

3

Payers – Update payment term and assign payer

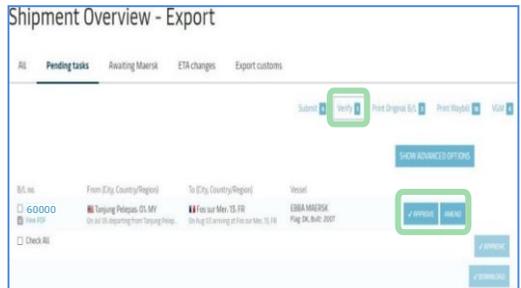
4

Cargo and VGM – Update cargo description, VGM and container details

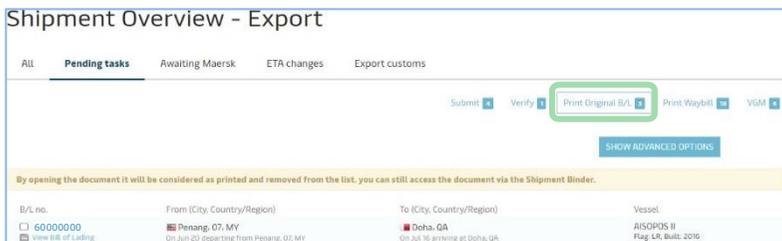
Bill of Lading

The [draft copy](#) of Bill of Lading will be ready for your approval, 8 working hours upon the submission of Shipping Instruction.

[Review](#) and [Approve](#) the draft copy. [Amend](#) online if required.



Final Bill of Lading will be ready for download, 24 hours after vessel departs.



Easy release of Bill of Lading to your consignee -> [link](#)



Submit Verified Gross Mass

Once you have the [Verified Gross Mass](#) for your container, click on [Submit](#) button below for submission.

Shipment Overview - Export

All **Pending tasks** Awaiting Maersk ETA changes Export customs

Submit Verify Print Original BA Print Waybill **VGM**

The Verified Gross Mass (VGM) is the weight of the cargo including damage and bracing plus the tare weight of the container carrying this cargo. SOLAS requires the shipper to provide VGM to a "shipping document", either as part of the shipping instruction or in a separate communication, before vessel loading. [Click here to read more](#)

Shipment no.	From (City, Country/Region)	To (City, Country/Region)	Vessel	Deadline-VGM
60785769	Tanjung Pelepas, 01, MY <small>On Jul 16 departing from Tanjung Pelepas</small>	Jawaharlal Nehru, 27, IN <small>On Jul 23 arriving at Jawaharlal Nehru, 27, IN</small>	MAERSK TAURUS <small>Flag: SG, Built: 2008</small>	15 Jul 14:00

Submit VGM

4. Cargo Readiness

Deadline Type	Submission Deadline
Container Pick-up / Load list Closure	72 hours prior vessel ETA
Advanced Import Manifest (SI)	40 hours prior vessel ETA
Non-Advanced Import Manifest (SI)	8 hours prior vessel ETA
Dangerous Good Declaration Form	72 hours prior Maersk vessel ETA 108 hours prior Non-Maersk vessel ETA
Container Yard CY Cut-Off	8 hours prior vessel ETA
VGM deadline	24 hours prior vessel ETA

**ETA – Estimated time of arrival*

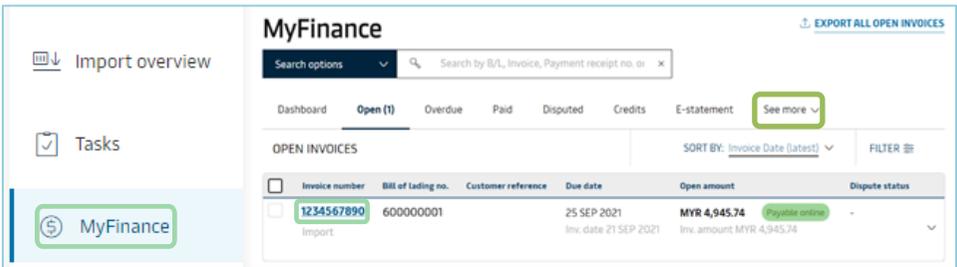
You may refer to [Menu](#) -> [Local Offices & Information](#) -> [Malaysia](#) -> [Export](#), for the CY and [Verified Gross Mass \(VGM\)](#) cut-off deadline.

<https://www.maersk.com/local-information/asia-pacific/malaysia/export>

5. Invoice Payment

Download Invoice

Invoices are generated 24 hours after vessel departure. You may download your Invoice through MyFinance.



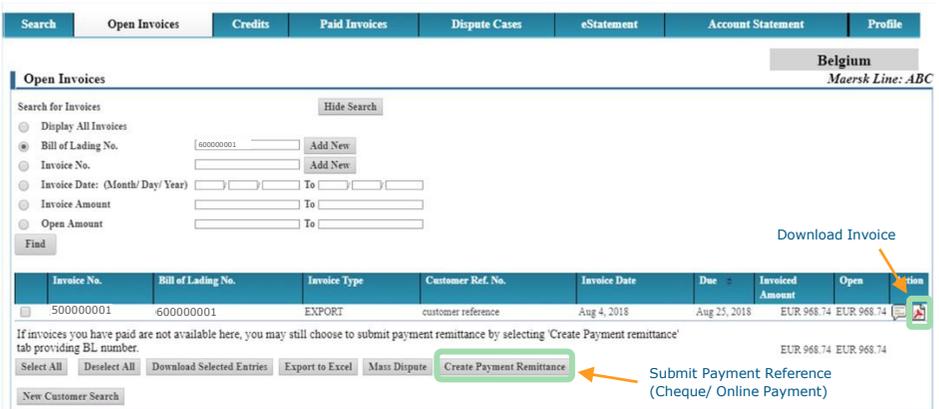
The screenshot shows the MyFinance dashboard. On the left, there are navigation options: 'Import overview', 'Tasks', and 'MyFinance'. The main area is titled 'MyFinance' and includes a search bar and a navigation menu with options like 'Dashboard', 'Open (1)', 'Overdue', 'Paid', 'Disputed', 'Credits', 'E-statement', and 'See more'. Below this, there is a table of 'OPEN INVOICES'. The table has columns for 'Invoice number', 'Bill of lading no.', 'Customer reference', 'Due date', 'Open amount', and 'Dispute status'. One invoice is listed with the number 1234567890, bill of lading no. 600000001, due date 25 SEP 2021, and an open amount of MYR 4,945.74. The status is 'Payable online'.

Payment information is available on the invoice. Payment can be made by online payment.

Submit Payment Reference

You may submit your payment proof to MyFinance.

Click 'See more' > '3rd Party invoice search' > 'Redirect'



The screenshot shows the 'Open Invoices' page in MyFinance. At the top, there is a navigation bar with tabs: 'Search', 'Open Invoices', 'Credits', 'Paid Invoices', 'Dispute Cases', 'eStatement', 'Account Statement', and 'Profile'. The 'Open Invoices' tab is active. Below the navigation bar, there is a search section with various filters and a 'Find' button. A table of open invoices is displayed below. The table has columns: 'Invoice No.', 'Bill of Lading No.', 'Invoice Type', 'Customer Ref. No.', 'Invoice Date', 'Due', 'Invoiced Amount', and 'Open'. One invoice is listed with Invoice No. 500000001, Bill of Lading No. 600000001, Invoice Type EXPORT, Customer Ref. No. customer reference, Invoice Date Aug 4, 2018, Due Aug 25, 2018, Invoiced Amount EUR 968.74, and Open EUR 968.74. Below the table, there is a note: 'If invoices you have paid are not available here, you may still choose to submit payment remittance by selecting 'Create Payment remittance' tab providing BL number.' At the bottom, there are several buttons: 'Select All', 'Deselect All', 'Download Selected Entries', 'Export to Excel', 'Mass Dispute', and 'Create Payment Remittance'. An arrow points to the 'Create Payment Remittance' button with the text 'Submit Payment Reference (Cheque/ Online Payment)'. Another arrow points to the 'Download Invoice' button in the top right corner of the table area.

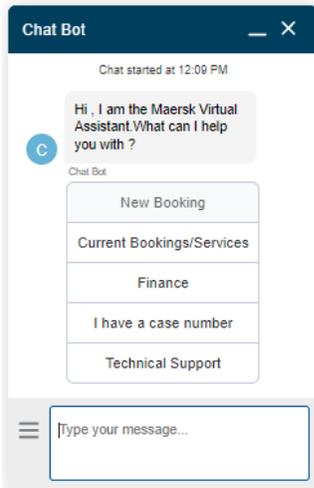
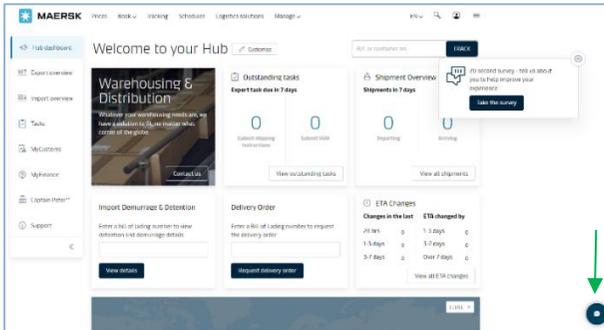
Submit the payment reference via Create Payment Remittance button above.

Contact: We are here to assist

If at any time support is required.

ChatBot

Click on the [Chat](#) to start.



- Use the Options ([Main Menu](#)) to get the answers to your queries.
- If ChatBot cannot serve with your request and Agent Chat is not available, there will be [Case Number](#) and your request will be [email-based](#).
- Live Agent is available during our business hours ([Mon-Fri 0900 to 1700hrs](#)) and subject to availability.
- Please provide the details matched with the required format when ChatBot requests for more details; Otherwise, ChatBot will not be able to detect your request.



Mailbox (Export) : my.export@maersk.com

Customer Service Hotline : +60 3 8601 2940

Address : Suites C-06-05/6/7/8, Level 6
SkyPark @ One City, Jalan USJ 25/1
47650 Subang Jaya, Selangor
MALAYSIA.

Counter Operation Hours : 09:00 – 16:30
Lunch Break 12:30 to 13:30
Closed on Saturday, Sunday and Public Holidays
Scan QR Code for counter appointment form

