MAERSK.COM

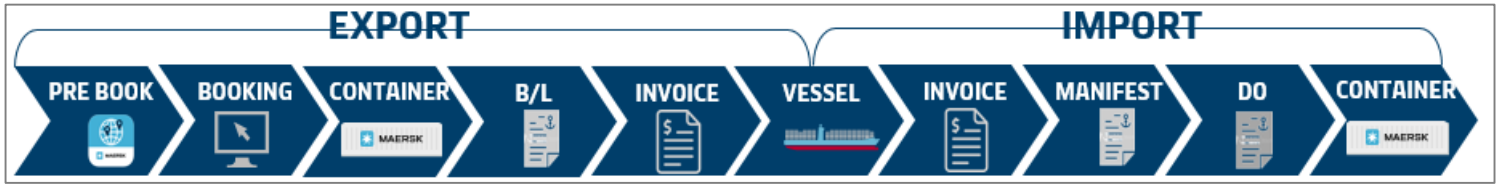
Let's discover Maersk e-solution

MAERSK

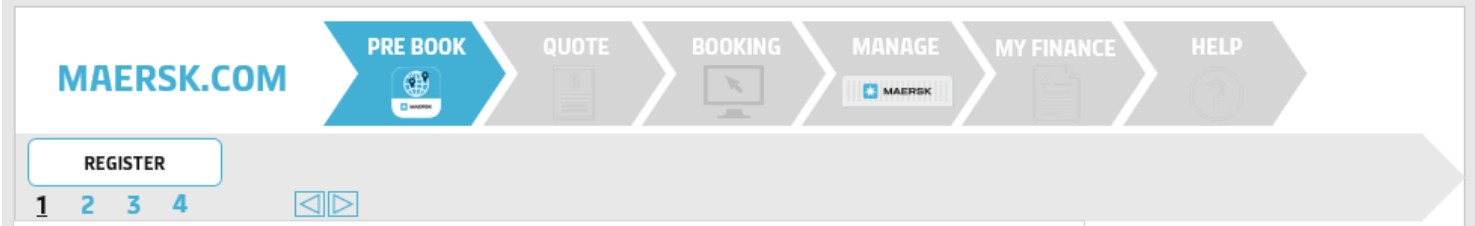
HOW TO NAVIGATE

As easy as click! Just click the menu you wanna go.

- For **FYI – FOR YOUR INFORMATION MENU**



- For **TUTORIAL STEP BY STEP**



And look at the below right corner, you will see these icon for every page!

PREVIOUS PAGE

Click to go to ***previous page***

NEXT PAGE

Click to go to ***next page***

HOME PAGE

Click to go to our ***HOME PAGE***

FYI PAGE

Click to go to our first page of ***FYI – For Your Information***

TUTORIAL

Click to go to our page of outline ***TUTORIAL STEP BY STEP***

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Classification: Public

CONTENT

1 Let's get sailing together with Maersk — FOR YOUR INFORMATION - FYI

EXPORT

PRE BOOK → BOOKING → CONTAINER → B/L → INVOICE → VESSEL

IMPORT

VESSEL → INVOICE → MANIFEST → DO → CONTAINER

Click here to go to FYI

2 We ease your needs by just click! — TUTORIAL STEP BY STEP

MAERSK.COM

PRE BOOK → QUOTE → BOOKING → MANAGE → MY FINANCE → HELP

Click here to go to TUTORIAL STEP BY STEP

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EXPORT

IMPORT

PRE BOOK → BOOKING → CONTAINER → B/L → INVOICE → VESSEL → INVOICE → MANIFEST → DO → CONTAINER

1

Simply **REGISTER** on **MAERSK.COM**

Click here to see tutorial

Clear Cookies Memories
Private Browsing (Highly Recommended!)

Click each to find out more!

MOBILE SOLUTION

Google Play

App Store

MAERSK SPOT

VALUE PROTECT

INLAND SERVICES

ONLINE CHB

WAREHOUSE - DISTRIBUTION

2

Look up available **SCHEDULE**

Click here to see tutorial

3

Get **QUOTE**

Click here to see tutorial

STANDARD QUOTE

SPECIAL CARGO QUOTE

INLAND TRANSPORT

?

Need **HELP**?

Click here to see tutorial

LIVE CHAT

CASE WITH CS

MANAGE YOUR CASE

SEARCH FOR SUPPORT

CONTACT LOCAL OFFICE

CS Agent: Monday to Friday 08.00 – 12 .00 ; 13.00 -17.00 (Indonesia West Time)

Emails received after 17.00 will be accomodated on the next business day

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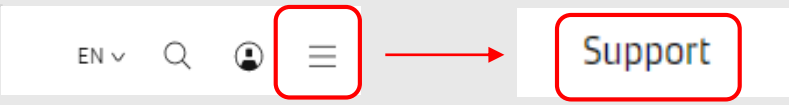
LIVE CHAT FEATURE - DEMO

Live Chat Features

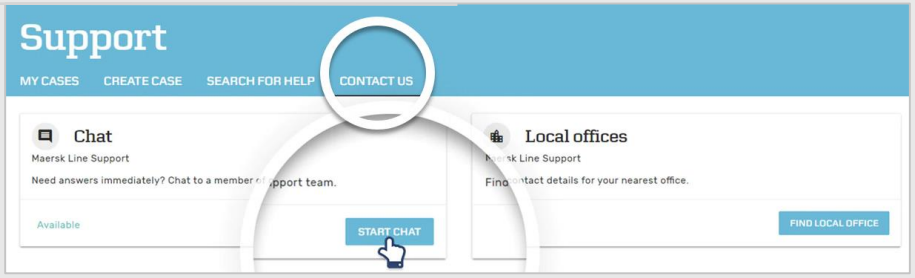
NO NEED LOGIN

Assistance: Online Registration, Forget User Name & Password, Container tracking, Vessel & schedule information, Website errors

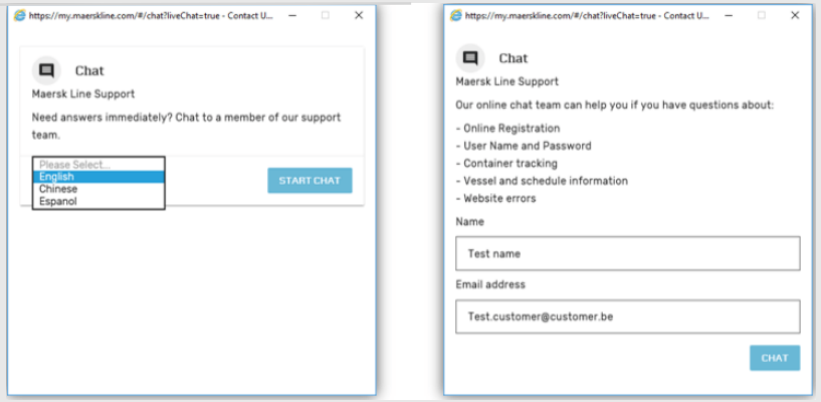
1



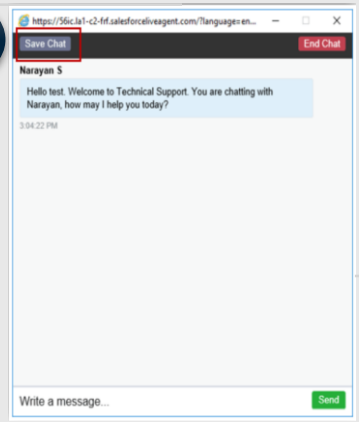
2 On the support page, select ***CONTACT US*** & click ***START CHAT.***



3 Enter your name, email address & click ***Chat.***



4



An agent will respond via the pop-up chat window. Explain the issue, and the live help agent will assist. At the end of the chat you have the option to **Save Chat.**

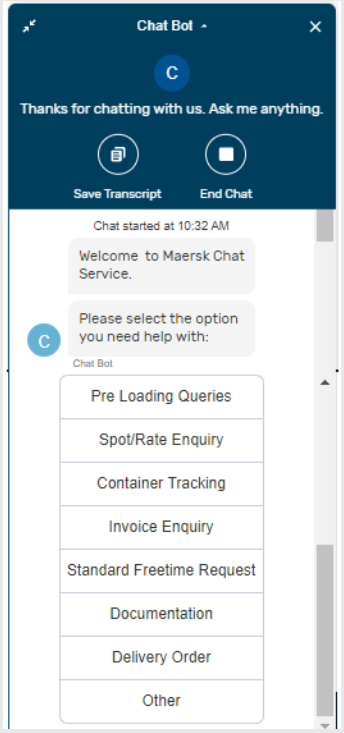
NEED LOGIN

Assistance: Specific matter / issue & connect with local Customer Service agent

1

Click on Chat button at right below corner page *after you login*

2



Click on Chat and your Live Chat will immediately start with ChatBot.
At the end of the chat you have the option to save the conversation by clicking on Save Chat.

Find out more how to utilize ChatBot in the here

EXPORT

IMPORT

PRE BOOK → **BOOKING** → CONTAINER → B/L → INVOICE → VESSEL → INVOICE → MANIFEST → DO → CONTAINER

Easy **BOOKING**, **DUPLICATE** , **AMEND** or **CANCEL**

Click here to see tutorial

BOOK NEW SHIPMENT

DUPLICATE BOOKING

DANGEROUS GOODS (DG)

AMEND

CANCEL

*Please make sure to fill in the Dangerous Goods details, **submit your MSDS & Initial MDGF***

Submission MDGF deadline available in Indonesia Local Info *click tab **Document Submission Deadline – (SI, VGM, Charcoal, DG)***

e-mail → 3 HOURS – IDR 350.000
maersk.com → 1 HOUR – FOR **FREE!!!**

Bookings & amendments that is sent from 5:01pm to 7:59am, BOOKING CONFIRMATION will be sent until 10am the next business day

*Details for empty container pick-up & full drop-off are available on the **booking confirmation***

BOKING CONFIRMATION in 2 working hours
will be sent to the email of username who do the booking

FREE!

Dry Cargo *Click Here*

Refrigerated Cargo *Click Here*

Out Of gauge *Click Here*

Dangerous Cargo *Click Here*

SHIPPER OWNED CONTAINERS

The mandatory documents for a shipper owner container would be:

- *SOC Application Form*
- *Photo of SOC boxes*
- *Photo of CSC plates*

Click Here to Get These Information

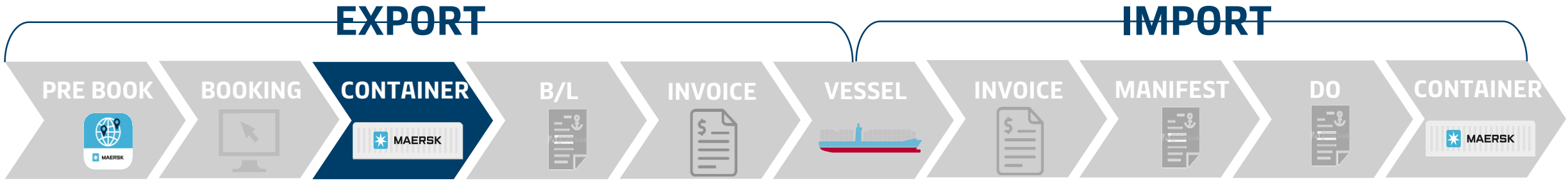
Doc Submission Deadline – (SI, VGM, Charcoal, DG)

Demurrage & Detention

Services

Procedure – Tick Console & Deadline, Precooling of Cargo & Hotstuffing, Steel Coil, Charcoal Cargo

MAERSK



Manage your own **SHIPMENT** easily

Click here to see tutorial

SHIPMENT OVERVIEW: complete overview of all your shipments. You can filter to show shipments with specific from/to locations or vessels, or to show shipments for which SI or VGM have not yet been submitted.

APPROVE OR AMEND (Verify Copy). When SI has been processed, you will be able to see a Verify Copy in PDF format. You can download, print, forward it to any relevant parties.
If anything is incorrect in the Verify Copy, you can amend by repeating the steps for submitting a shipping instruction.
You can receive an email notification when your Verify Copy is ready.

If the VGM is not provided in due time, the container cannot be loaded. The 'Shipper' named on the ocean BL is responsible for providing the VGM to the carrier. A VGM needs to be submitted for every container being loaded on the vessel, before the load list cut-off. A shipper can authorize a third party to provide the VGM on their behalf.

Click Here to see details of VGM

- **SHIPMENT OVERVIEW**
- **SHIPMENT BINDER**
- SUBMIT SI
- RESUBMIT SI
- **APPROVE OR AMMEND**
- **SUBMIT VGM**
- PRINT FINAL TRANSPORT DOC
- TRACKING
- NOTIFICATION
- ACCOUNT SETTINGS

SHIPMENT BINDER information includes:

- A transport plan, with ports, vessels, arrival/departure times, etc.
- Tracking information for individual containers
- A link to all documents, including the B/L & Arrival Notice
- A log of all interactions related to the shipment
- All information in Shipment Binder reflects the information in our systems & is fully up to date.

SOBD (Shipped on Board Date)
is the date when the last container for a shipment was loaded. It may or may not be the same as the actual departure date

- ❑ Go to pertaining shipment
- ❑ Click tab **CONTAINER**
- ❑ Click **SHOW DETAILS**

You can also receive email notifications when your documents are ready, or if a shipment undergoes a schedule change.

Classification: Public

EXPORT | IMPORT

PRE BOOK → BOOKING → CONTAINER → **B/L** → INVOICE → VESSEL → INVOICE → MANIFEST → DO → CONTAINER

Manage your own **SHIPMENT** easily

Click here to see tutorial

- SHIPMENT OVERVIEW
- SHIPMENT BINDER
- **SUBMIT SI**
- RESUBMIT SI
- **APPROVE OR AMMEND**
- SUBMIT VGM
- PRINT FINAL TRANSPORT DOC
- TRACKING
- **NOTIFICATION**
- ACCOUNT SETTINGS

For any difficulties during FSI submission contact MNLGSCAMD@maersk.com

FREE! *Get you Verify Copy within **8 working hours***

***SI submission Deadline** in here*

*If the customer NOT provide all **mandatory information** in the SI, it will be rejected.*

FREE! *Get you Amended BL within **2 working hours***

Amendment request for: Switch BL, Part of/ Multiple BLs and revision on BL into 1 cargo line should be sent to MNLGSCAMD@maersk.com - Amended BL in **3 working hours**

BL release can only be done once:
1. Containers are loaded, & Feeder vessel departed
2. Final SI is submitted, BL is approved
3. Prepaid Charges have been settled & payment been posted

Subscribe to get alert !

Telex release – IDR 410,000

Switch BL – IDR 1,000,000

OBL printing & delivery - IDR 400,000 *(for **non-EBL customers only**)*

e-BL (Electronic Bill of Lading)
Complete the e-BL agreement, and you will have access to print Bill of Lading on Secure Paper directly on your site.

How to Register?
Click here & go to e-BL tab

FREE!

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Classification: Public

EXPORT | IMPORT

PRE BOOK → BOOKING → CONTAINER → B/L → **INVOICE** → VESSEL → INVOICE → MANIFEST → DO → CONTAINER

*For optimal website performance, please open **MyFinance** using Google Chrome or Internet Explorer browser*

We generate your invoice once:
- Final SI has been submitted and BL was processed (with charges updated as Prepaid)
- After all containers loaded & vessel depart from Port of Loading

To avoid unnecessary delays & costs it is essential that you have paid your invoice in full by the due date. Payment 2 days prior to ETA is recommended in order to avoid delay.

Simply **PAYMENT** on MyFinance

Click here to see tutorial

VIEW INVOICES & DISPUTES

Access your invoice online anytime** & **UPLOAD PAYMENT PROOF** here
**if you are the payer party, you can directly get the invoice from maersk.com

View your SOA (Statement of Account), account balance, or outstanding invoices , with e-Statement

E-STATEMENT

EPAYMENT

Easier & Faster Payment Solution

Classification: Public

EXPORT | IMPORT

PRE BOOK → BOOKING → CONTAINER → B/L → INVOICE → VESSEL → INVOICE → MANIFEST → DO → CONTAINER

Watch out your **SHIPMENT**

Click here to see tutorial

Prior to vessel arrival (ETA-2), a Notice of Arrival (NoA) & Import Invoice (collect local charges) will be processed /sent automatically.

*NoA will be sent via e-mail to the subscribed email for NoA notification & uploaded to website which can be checked by consignee & notified party via **Shipment Overview Import → Documentation** tab. To set the email subscription , you can go to **Notification.***

*Invoice will be sent via e-mail to the invoice email & uploaded to website which can be checked under **My Finance** tab.*

TRACKING

You can **easily track** your shipment or individual containers within a shipment by input your booking or B/L number! ***Please note that the responsibility of cargo tracking remains with consignee.***

***Public tracking** → No need to log in but you will only see current location, previous movements & expected schedule.*
***Private tracking** → Need to log in & you can see the detail up to the actual time of each vessel activity in Shipment Binder*

NOTIFICATION

SUBSCRIBE TO GET ALERT!!!*

Notifications allows you to choose if you want to receive email notifications when new documentation is ready or if a shipment schedule has been changed.

3 types of notifications:
- Transport Plan Change notification
- Bill of Lading notification (Export)
- Arrival Notices notification

**Consignee will be the one responsible to manage the email subscribed for each notification.*

TRANSPORT PLAN CHANGE - NOTIFICATION

Whenever there's delay to your shipment ETA, you will get notification as per your customized setting. You can customize the notification using below category:
- Day of minimum delay
- Notification frequency
- POD/POL
- Your role in the shipment

ARRIVAL NOTICE - NOTIFICATION

On ETA-2, the email subscribed under this notification will automatically receive copy of NoA. Consignee can manage (add/remove) email address subscribed under this notification.

How To Download NOTICE OF ARRIVAL (NOA)
- ❑ Go to pertaining shipment at **Shipment overview Import**
- ❑ Click tab **DOCUMENTS**
- ❑ Click **VIEW NOTICE ARRIVAL**

How To Check ACTUAL TIME DEPARTURE (ATD)
- ❑ Go to **https://www.maersk.com/local-information/indonesia/export**
- ❑ Click tab **SERVICES**
- ❑ View the STATUS column to see Actual time

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EXPORT | IMPORT

PRE BOOK → BOOKING → CONTAINER → B/L → INVOICE → VESSEL → **INVOICE** → MANIFEST → DO → CONTAINER

*Please access your invoice via **MyFinance** and for optimal website performance, use Google Chrome or Internet Explorer browser*

Simply **PAYMENT** on MyFinance

Click here to see tutorial

Generated automatically on ETA-2. It is once feeder already departed from last transshipment port, since we use Tanjung Pelepas & Singapore. If you don't get the invoice email on ETA-2, please check in web before escalating to CS by email.

Invoice party will be set default to Consignee. if you want to make any changes, kindly inform before ETA-2. Any invoice amandment requests on or after ETA will be charged with PAYER AMANDMENT DESTINATION fee (US$ 40/amandment).

VIEW INVOICES & DISPUTES

Access your invoice online anytime** & **Upload Payment Proof** here
** For payer party, you can directly get the invoice from **OPEN INVOICE** tab on **MYFINANCE**
** For 3rd party, you can use **SEARCH**, choose **I AM AN AGENT**, to check the local charges

E-STATEMENT

View your Statement of Account (SOA), account balance & outstanding invoices via **e-Statement**

EPAYMENT

Easier & Faster Payment Solution

Make payment in full amount before the due date. Making payment prior ETA is recommended in order to avoid delay in DO release.

AGENT SOLUTION

Import invoice (local chagres) will be emailed to invoice party & uploaded in web

- There is only one invoice email recipient (Consignee by default) → kindly inform us if there's any change on this primary email so that we can update the data.
- Other party (3rd Party) can also check invoice via website (MyFinance) → registration needed
- For Freight, DND & Repair (DERT) invoices, it can only be accessed in web, directly by Consignee/invoice party & approval required if 3rd party wants to access it.

If you want to **print a copy BL** along with DO release, kindly **sent request first** to ID.IMPORT@maersk.com (Subject: Request Print BL XXXXXXXXX) before making payment since we will need to add the charge & generate the invoice first.

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Classification: Public

EXPORT | IMPORT

PRE BOOK → BOOKING → CONTAINER → B/L → INVOICE → VESSEL → INVOICE → **MANIFEST** → DO → CONTAINER

Check the **MANIFEST**

How to Access BC 1.1 via Website

- ❑ *Find BC 1.1 Details on our* ***LOCAL INFORMATION***
- ❑ *Click tab* ***IMPORT***
- ❑ *Click dropdown* ***BC 1.1 Details***
- ❑ *Choose the vessel*

Click Here to Go to Website

BC 1.1 will be available in web once shipment has arrived at destination (ETA+1).
Kindly check the information online for PIB submission purpose.

BL AMENDMENT

- Any BL Amendment Request **can only be processed latest on ETA-3** (ETA at the first Indonesian port).
- After ETA-3 (manifest has been submitted to customs), BL Amendment Request can still be done but must be followed up by Redress to Customs directly by customer.
- Requirement for BL Amendment:
  1. Original BL → Surrender full set OBL, confirm amendment and reissuance fee
  2. Seaway Bill → Shipper confirmation to amend the BL, confirm amendment & reissuance fee
- Charges:
  1. Amendment fee: IDR 350.000
  2. Reissuance / Print (copy) BL fee: IDR 100.000
  3. 1st issuance fee: IDR 400,000
- Pick up OBL Document Requirements:
  1. Power of attorney from Consignee to 3rd party for pick up BL purpose (OBL/Seaway Bill)
  2. Assignment letter with duty stamp & ID card of the messenger
  3. The correct draft BL without any correction/doodle
- Make sure to get the payment confirmation for BL amendment & reissuance fee before picking up revised OBL at counter.

FLAT FILE

- Flat file for Indonesia will use "consolidate" system.
- Click here to find out TICK CONSOLE PROCEDURE & DEADLINE

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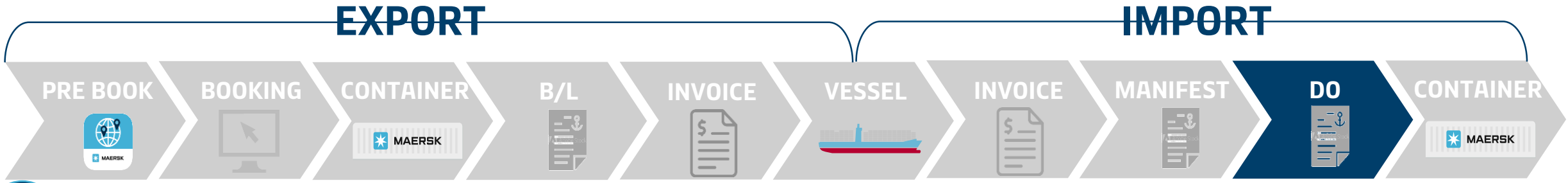


DELIVERY ORDER (DO)

DO ONLINE PROCESS

Place for Picking Up DO

- Jakarta → Counter
- Branch offices (Surabaya, Semarang, Medan, & Panjang) → MTCon Depot

DO will be released once all import tasks including payment confirmation & manifest submission are done (ETA-1 earliest)

DO Release Document Requirements

1. Power of attorney from Consignee to 3rd party for DO Release purpose
2. Assignment letter with duty stamp & messenger's ID card
3. OBL/Copy Seaway Bill endorsed (signed and stamped) by Consignee
4. Container Guarantee Letter with duty stamp from Consignee
5. Copy SPPB/Invoice from Warehouse/OB or Quarantine Notification Letter (Surat Perintah Pemindahan Media Pembawa) from terminal or warehouse (**only for OB/Quarantine container)**

MDDC – DnD Calculation and DO Release Status

Maersk Demurrage and Detention Collection (MDDC) is a collaboration platform between Maersk & PT Masaji Tatanan Kontainer Indonesia (MTKon) - *available for all main ports shipment: Belawan, Panjang, Jakarta, Semarang, & Surabaya* - which enables customer to view details:

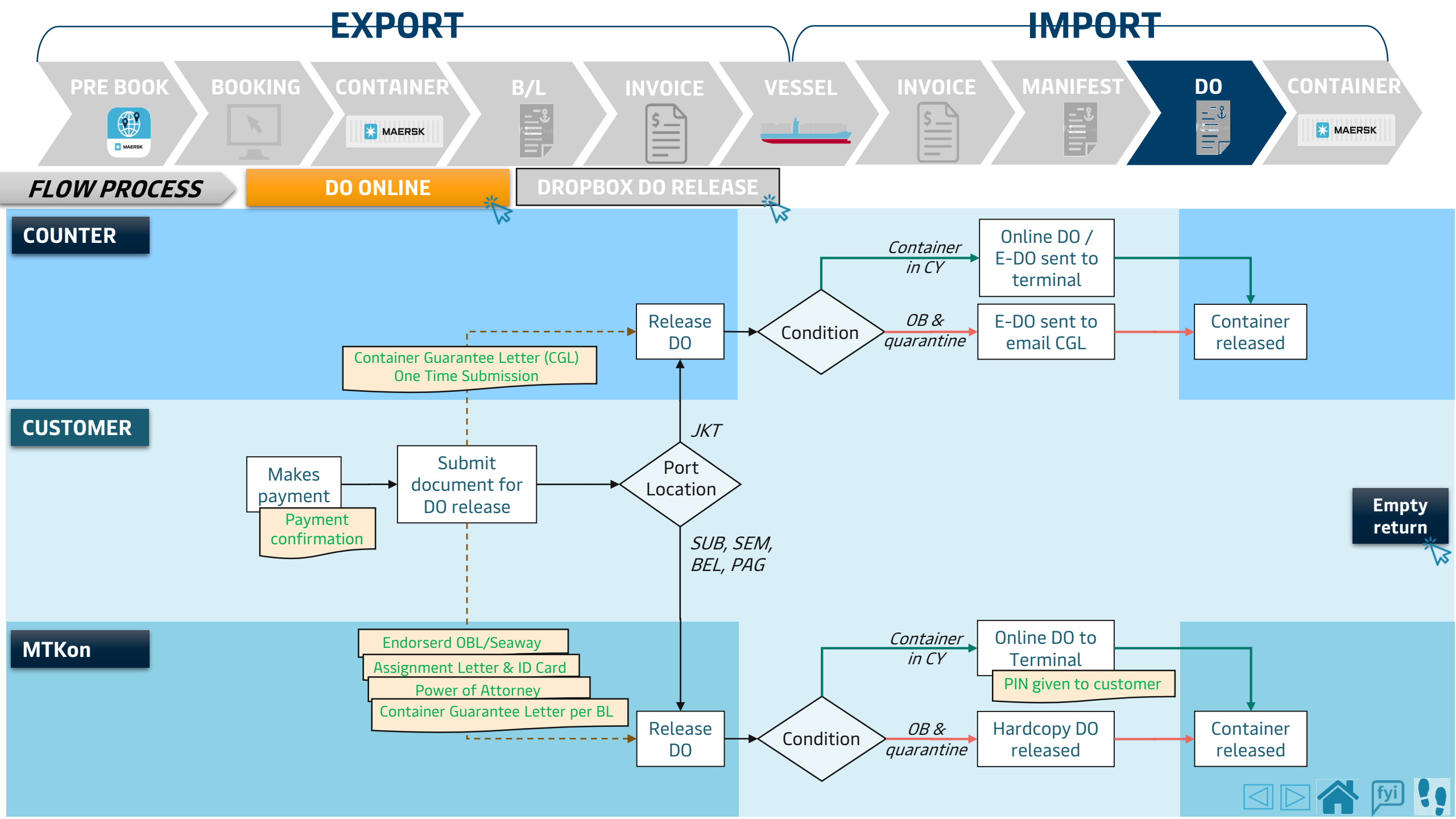
1. **Payment Status** - No need to wait for email confirmation anymore; if the **Confirm** is [**Y**], your payment is confirmed received. Maersk will only send email confirmation to the initial sender of the email (not includes email in CC) and the confirmation will be given earliest 2 hours from your payment proof email.
2. **DO Release Status** - If the **Release** is [**Y**]; Online DO will be directly sent to port and E-DO will be sent to customer email for Jakarta (if needed for Overbrengen or Quarantine after copy SPPB, copy invoice from warehouse or other OB/quarantine notification provided).
3. **Free Time Days Information** - You can check the amount of free time days you have for specific shipment.
4. **Demurrage and Detention (DnD) calculation** - You can check the calculation of your DnD charge prior returning empty container, including the valid Rate of Exchange (ROE).
5. **Appointed Depot Information** - You can find the appointed depot name where you should return your empty container, in case empty container return not directed to MTKon (primary depot).
6. **Empty Container Return Date** - You can check the date of your empty container gate-in at depot (MTKon).

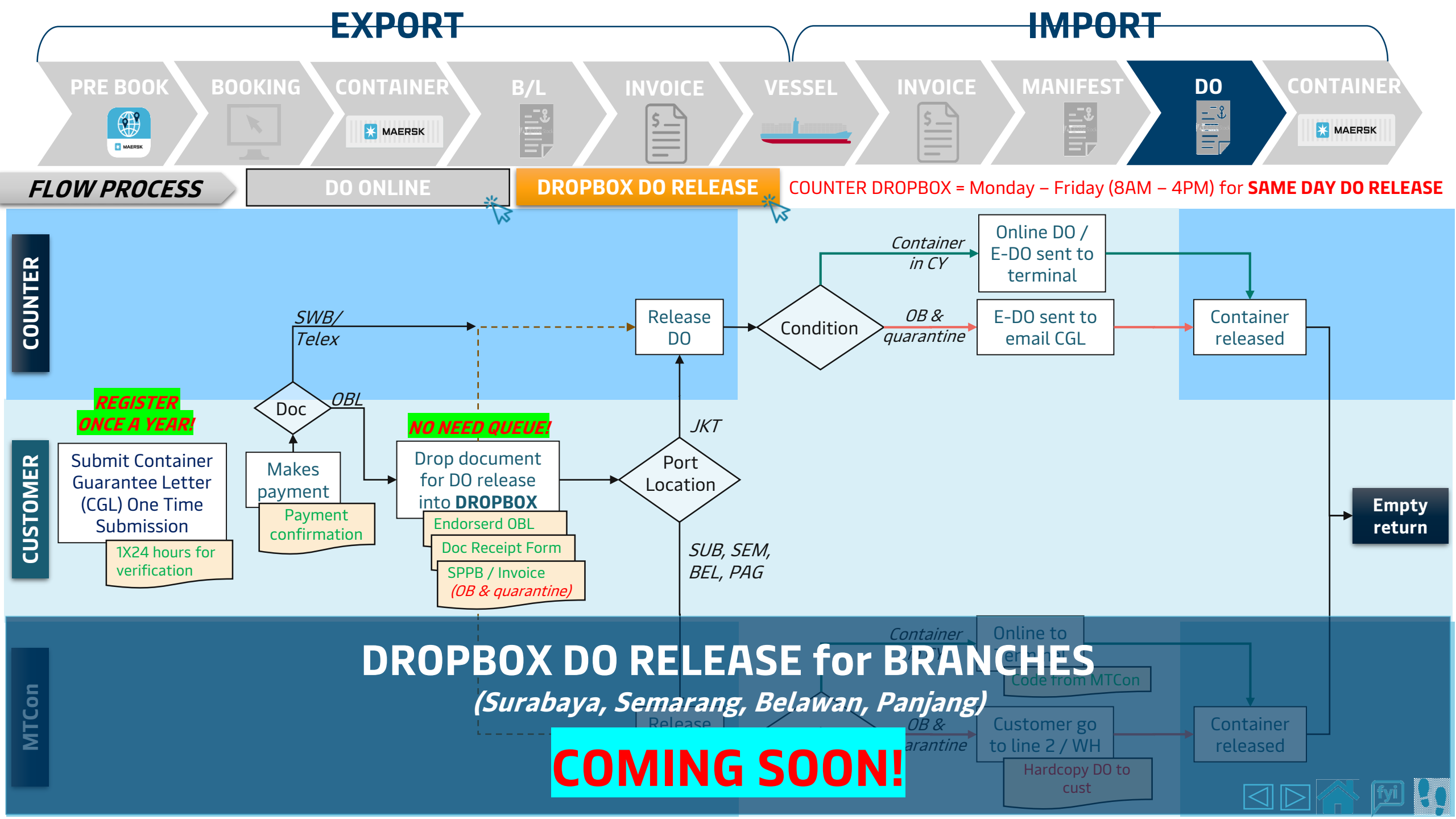
You can access the information using below details:

- Website: http://core.samudera.com:8010/mddc/ or http://coins.samudera.id:8010/mddc/
- Username: **cust**
- Password: **123456**

Note: Data will be available on ETA-2, except for DnD calculation (will be available on after vessel arrived at destination)

Classification: Public


EXPORT
IMPORT
PRE BOOK
BOOKING
CONTAINER
B/L
INVOICE
VESSEL
INVOICE
MANIFEST
DO
CONTAINER
MAERSK
FLOW PROCESS
DO ONLINE
DROPBOX DO RELEASE
COUNTER
CUSTOMER
MTKon
Release DO
Condition
Container in CY
Online DO / E-DO sent to terminal
OB & quarantine
E-DO sent to email CGL
Container released
Container Guarantee Letter (CGL) One Time Submission
JKT
Makes payment
Payment confirmation
Submit document for DO release
Port Location
SUB, SEM, BEL, PAG
Empty return
Endorserd OBL/Seaway
Assignment Letter & ID Card
Power of Attorney
Container Guarantee Letter per BL
Release DO
Condition
Container in CY
Online DO to Terminal
PIN given to customer
OB & quarantine
Hardcopy DO released
Container released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VESSEL
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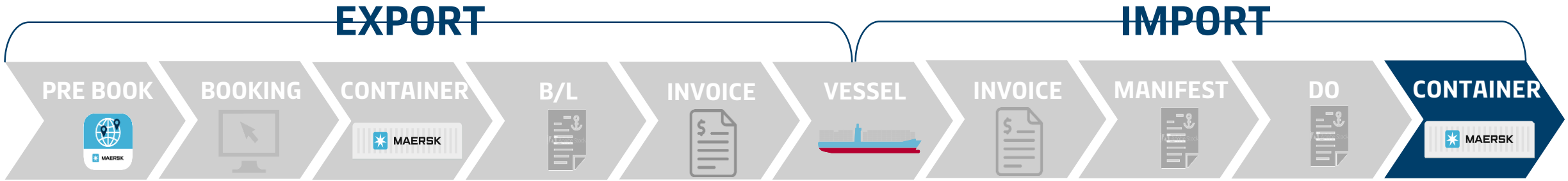
DO
CONTAINER
MAERSK
FLOW PROCESS
DO ONLINE
DROPBOX DO RELEASE
COUNTER DROPBOX = Monday – Friday (8AM – 4PM) for SAME DAY DO RELEASE
COUNTER
CUSTOMER
MTCon
REGISTER ONCE A YEAR!
Submit Container Guarantee Letter (CGL) One Time Submission
1X24 hours for verification
Doc
OBL
SWB/ Telex
Makes payment
Payment confirmation
NO NEED QUEUE!
Drop document for DO release into DROPBOX
Endorserd OBL
Doc Receipt Form
SPPB / Invoice (OB & quarantine)
Release DO
Port Location
JKT
SUB, SEM, BEL, PAG
Condition
Container in CY
OB & quarantine
Online DO / E-DO sent to terminal
E-DO sent to email CGL
Container released
Empty return
Release
Condition
Container
OB &
Online to
Code from MTCon
Customer go to line 2 / WH
Hardcopy DO to cust
Container released
DROPBOX DO RELEASE for BRANCHES
(Surabaya, Semarang, Belawan, Panjang)
COMING SOON!



DETENTION and DEMURRAGE

Click Here to see details of DND import & Advisory

Click Here to see Rate of Exchange

EMPTY CONTAINER RETURN → END OF IMPORT CYCLE

- After Consignee done un-stuffing containers, they have to return empty container to our depots
- Our primary depot is Samudera Sarana Logistik (SSLog/MTCon) in all area (Jakarta, Surabaya, Semarang, Medan & Panjang). *Any change will be informed.*
- Kindly note to always return empty container to the right depot.

Click Here to see HOW TO CHECK EMPTY CONTAINER RETURN Status

RECEIPT OF EMPTY CONTAINER RETURN → EIR (Equipment Interchange Receipt)

- Once empty container accepted in depot, customer will get EIR as receipt
- If there's any repair charges, EMR (Repair) team will inform customer directly by email max 7 days from return date. If there's no email = no repair charge applied
- For any damage or repair container enquiry → send email to id.import@maersk.com

OTHER INFORMATION → MTCON Depot Access

Customer can check free time & empty container return info via http://core.samudera.com:8010/mddc/index.php
Username: cust - Password: 123456

Primary Requirement to Return Empty at Depot → DO still valid

- DO Validity is 60 days starting from ETA ≠ Free Time (various as per service contract from shipper)
  1. If empty container returned above given free time, but DO still valid → depot has the right to collect DnD payment or reject the container return until payment of detention charges is settled (payment to depot)
  2. If empty container returned when DO validity ended → customer need to extend DO to Maersk first (payment to Maersk). For detail charges, email to RBB012@Maersk.com OR ROL029@maersk.com .
- Additional document for empty return: Copy of Container Guarantee Letter

Extend DO Procedure (Return Empty after 60 days):

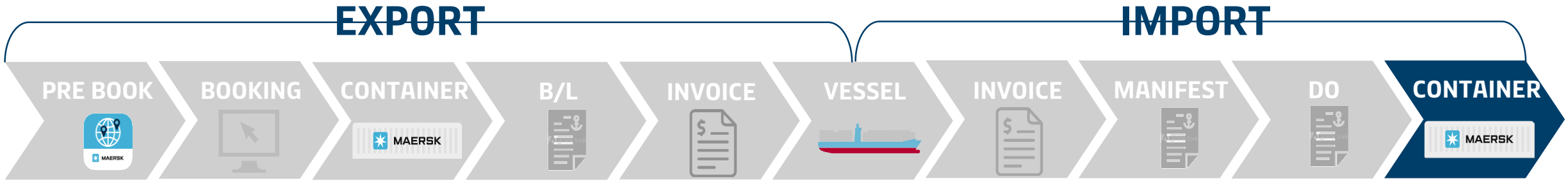
1. Email to RBB012@Maersk.com OR ROL029@maersk.com along with the specific date of return information → calculation of DnD will be given (*timeline of response time: 4 working hours)*
2. Make payment as per informed by INAFINDEM to MSL Mandiri Bank Account at the same day. If the payment will be made the next day, kindly recalculate the DnD charge (***Click Here to see details of DND import & Advisory***) & check the RoE (***Click Here to see Rate of Exchange***) at our web since the ROE changes everyday.
3. Send payment proof to id.import@maerk.com
4. Once payment confirmed we will update depot system & empty container can be returned

OTHER INFORMATION → DEPOT CHANGE REQUEST

For any depot change request, kindly send email to id.import@maersk.com first & wait for the confirmation from our team before processing empty return

OTHER INFORMATION → REFUND

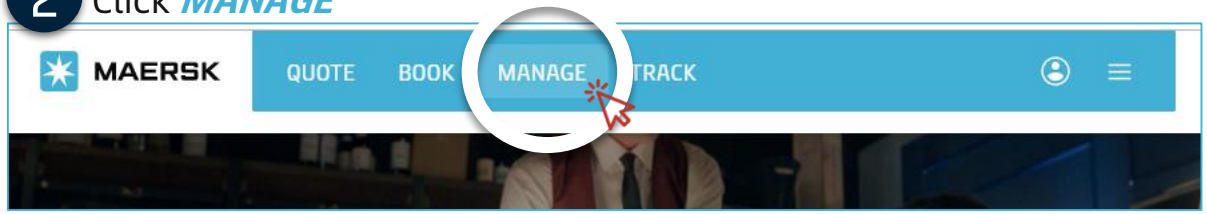
- For payment made to Maersk's account: Please clarify to RBB012@Maersk.com OR ROL029@maersk.com before sending email to INAREFUND@maersk.com (*INAREFUND timeline of response time: 8 working hours, REFUND process will be 14 working days after document submission*)
- For payment made in depot (max 7 days) refund to depot directly



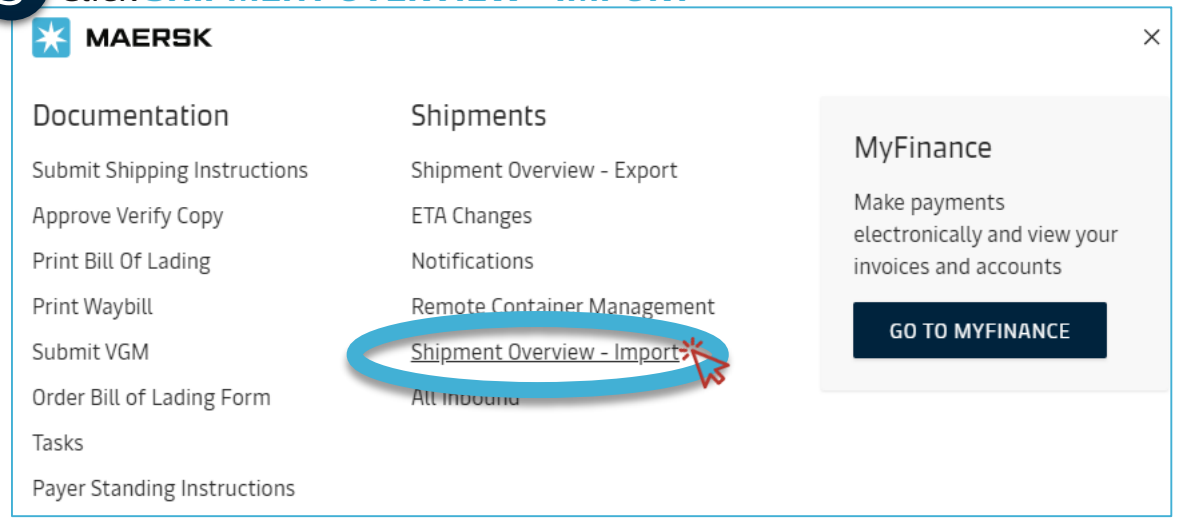
TUTORIAL – How to check Empty Container Return status

1 ***LOG IN*** with your own account & username

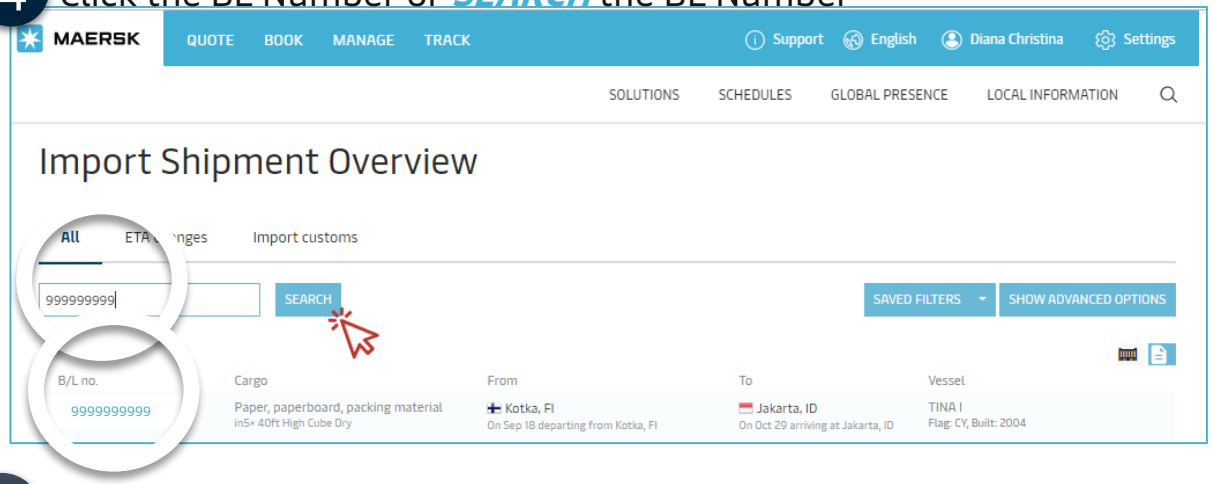
2 Click ***MANAGE***



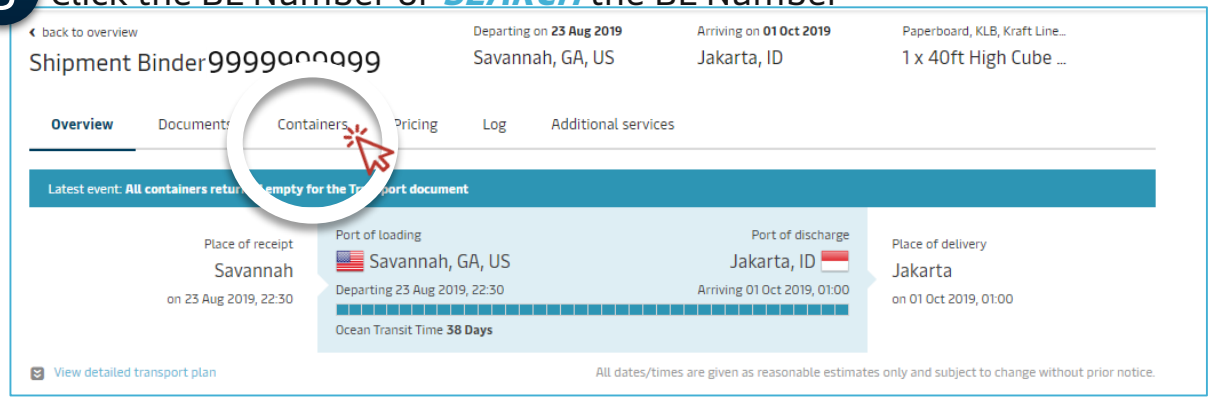
3 Click ***SHIPMENT OVERVIEW - IMPORT***



4 Click the BL Number or ***SEARCH*** the BL Number



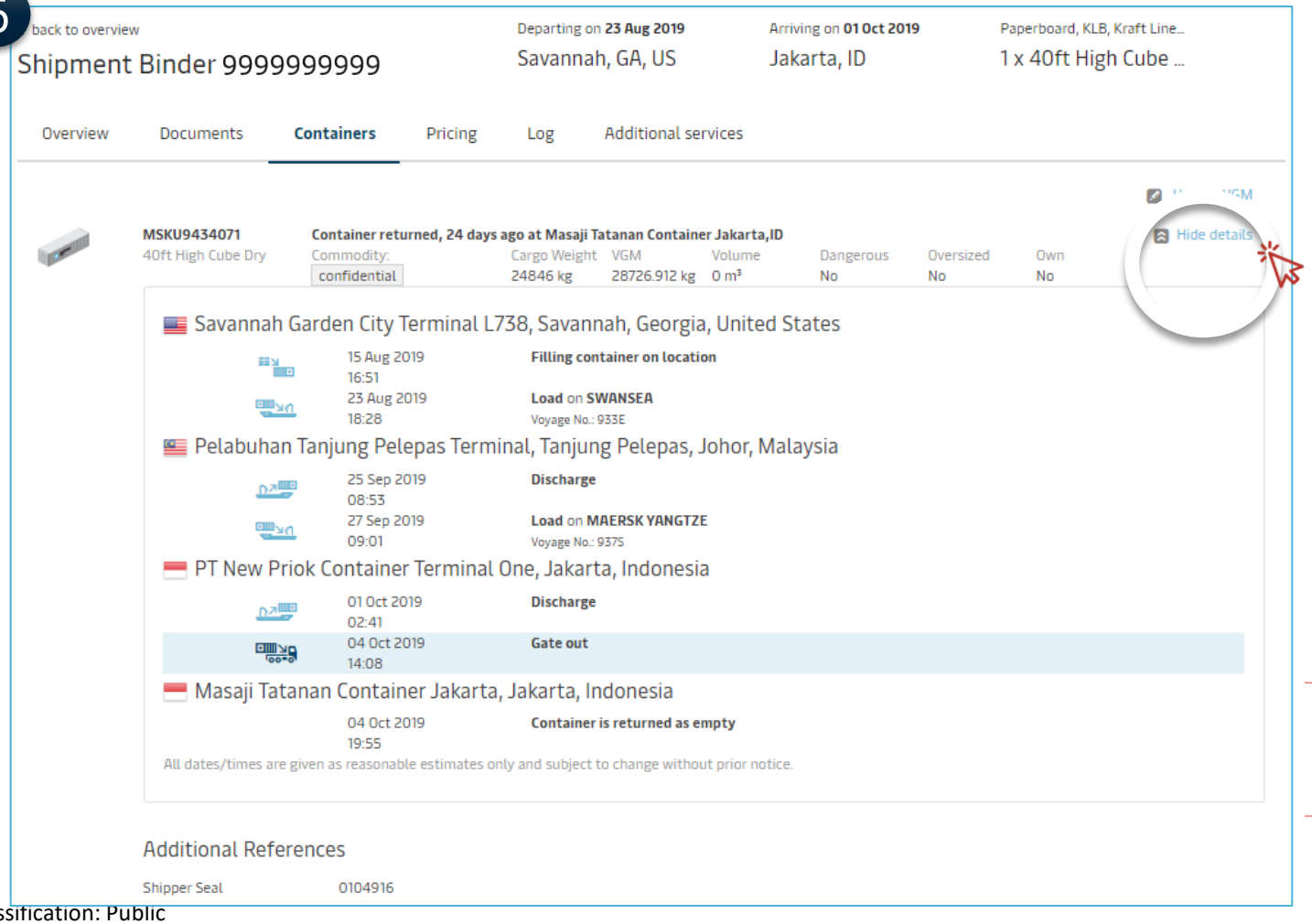
5 Click the BL Number or ***SEARCH*** the BL Number



Classification: Public

TUTORIAL – How to check Empty Container Return status

6



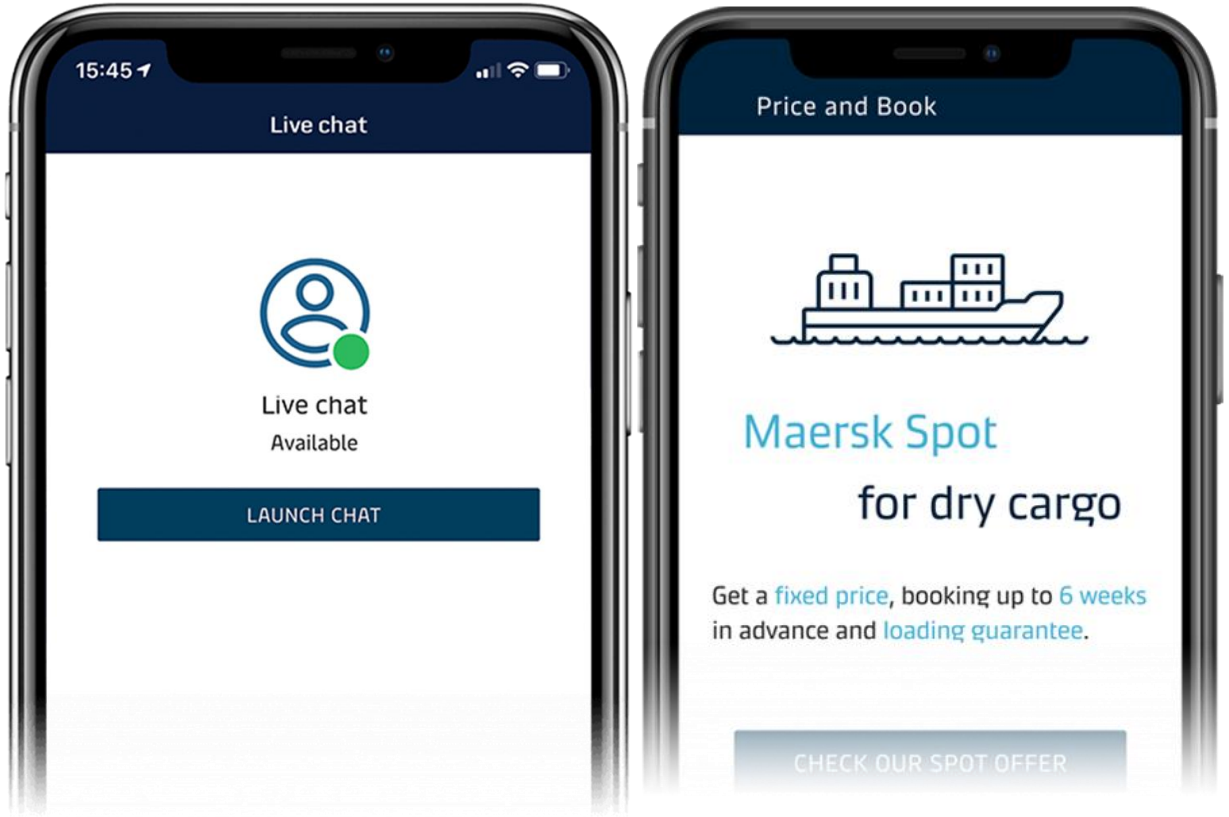
Click dropdown tab ***SHOW DETAILS***

You can see the status empty container return there

Our app now offers a host of new features, including a powerful dashboard and task list. Other features like Quote, Book, Live Chat, and Share Information have also been updated. Real time tracking information you can trust is only a tap away.

Download the app today & experience cargo visibility wherever you are.

FIND OUT MORE | Google Play | App Store



Live chat

If you have questions, then we have answers. Our dedicated customer service experts are here to resolve any issues locally. Log into our app & chat with us any time during our business hours.

We'll be happy to help you out.

Book Maersk Spot

Get loading guarantee and a fixed price in just a few easy steps. Now you can also book inland. Place your order on the go and get your cargo moving the simplest way.

It's simple & reliable.

Our app now offers a host of new features, including a powerful dashboard and task list. Other features like Quote, Book, Live Chat, and Share Information have also been updated. Real time tracking information you can trust is only a tap away.

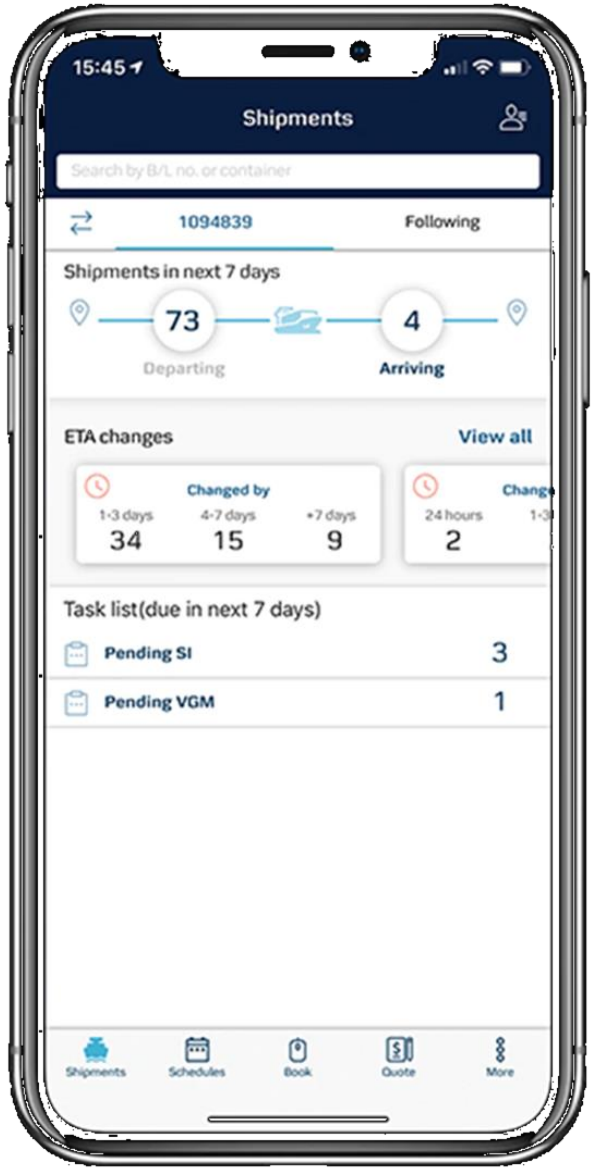
Download the app today & experience cargo visibility wherever you are.

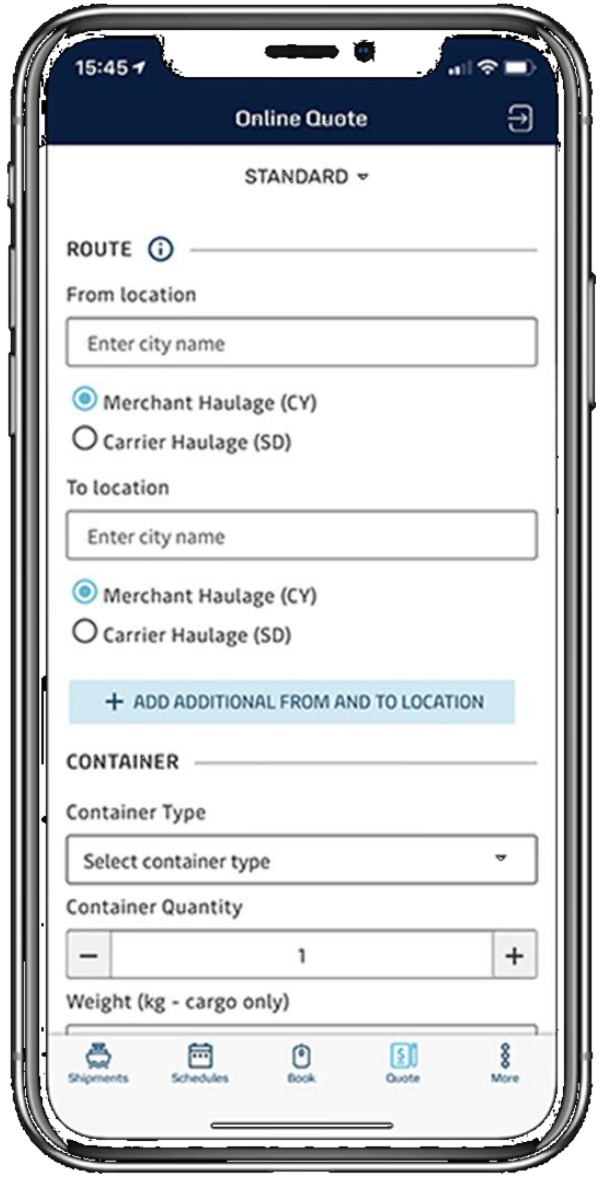
FIND OUT MORE | Google Play | App Store

Manage your shipments

Get a better look at your shipments. Whether it is status of arrival, departure, or pending tasks, you can get a quick overview of them. Use your calendar to set a reminder for submissions.

And access important shipments with ease.





Request a quote

Sometimes, you need quotes on the go. All it takes to do that now is opening our app & feeding in the relevant information. Choose our value-added services and you can trust us to promptly send you the quote for them too.

Simply quote request

Classification: Public

MAERSK

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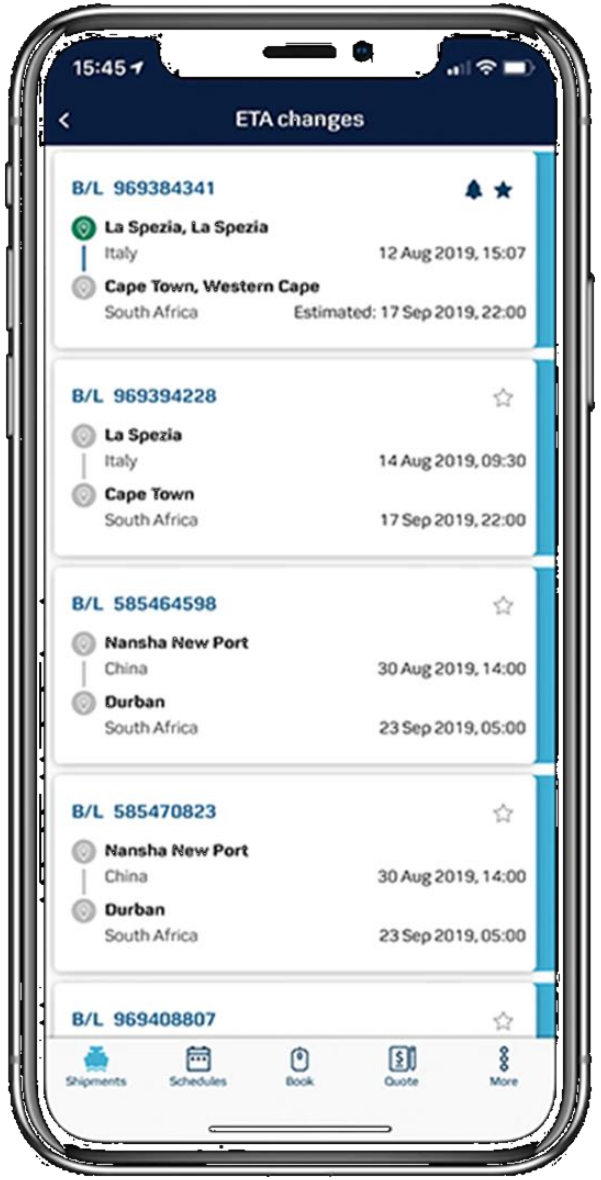
Download the app today & experience cargo visibility wherever you are.

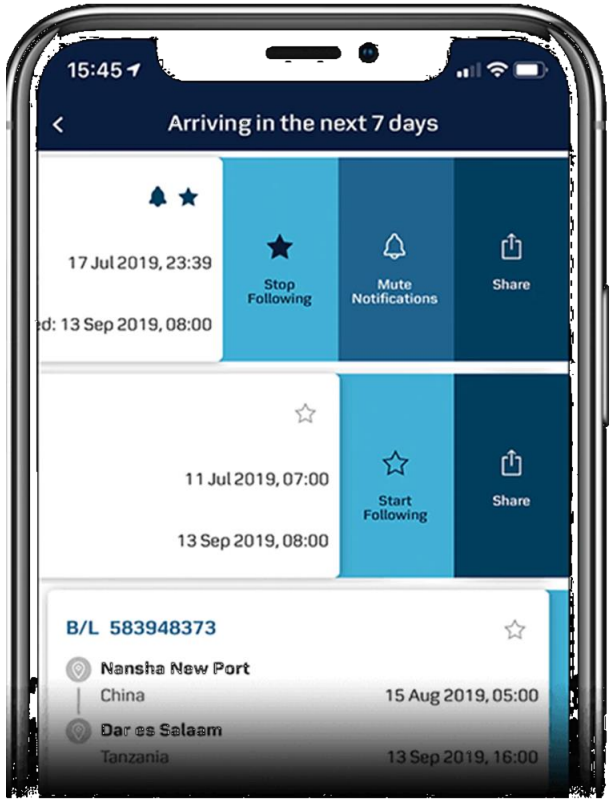
FIND OUT MORE | Google Play | App Store

Easy scheduling

Scheduling should be simple. Be it from point to point, for specific ports, or for a particular vessel, we have made it easy for you.

Go ahead, find your schedule in a few clicks.





Track and share information

It's always better to keep your peers updated. That's why, you can now track, notify & share data of your transportation plans and container lists.

By just swiping the interactive cards on our app.

Classification: Public

MAERSK

You wouldn't accept complex booking, overbooking nor price uncertainty. So why do it in shipping? Introducing Maersk Spot with loading guarantee, easy online booking & a fixed price at booking.

We believe it's shipping the way it's meant to be, and we hope you think the same. Take a closer look & see how to get your cargo moving the simplest way.

Click here to know more MAERSK SPOT

Click here to go to TUTORIAL

Guaranteed loading

Whether it is peak season or not, you can be sure that your cargo will receive load guarantee.

Loading guarantee is an equipment and space guarantee within three (3) days before or after the estimated time of departure (ETD), as confirmed in your booking confirmation.

Fixed price at booking

Get your final price upfront at booking - all-in and no unforeseen charges.

Maersk Spot only shows valid prices. Rates provided are not subject to change after the booking confirmation has been received.

Easy online booking

Get a full overview online of available departures, arrivals and transit times. And get your cargo moving in just a few clicks.

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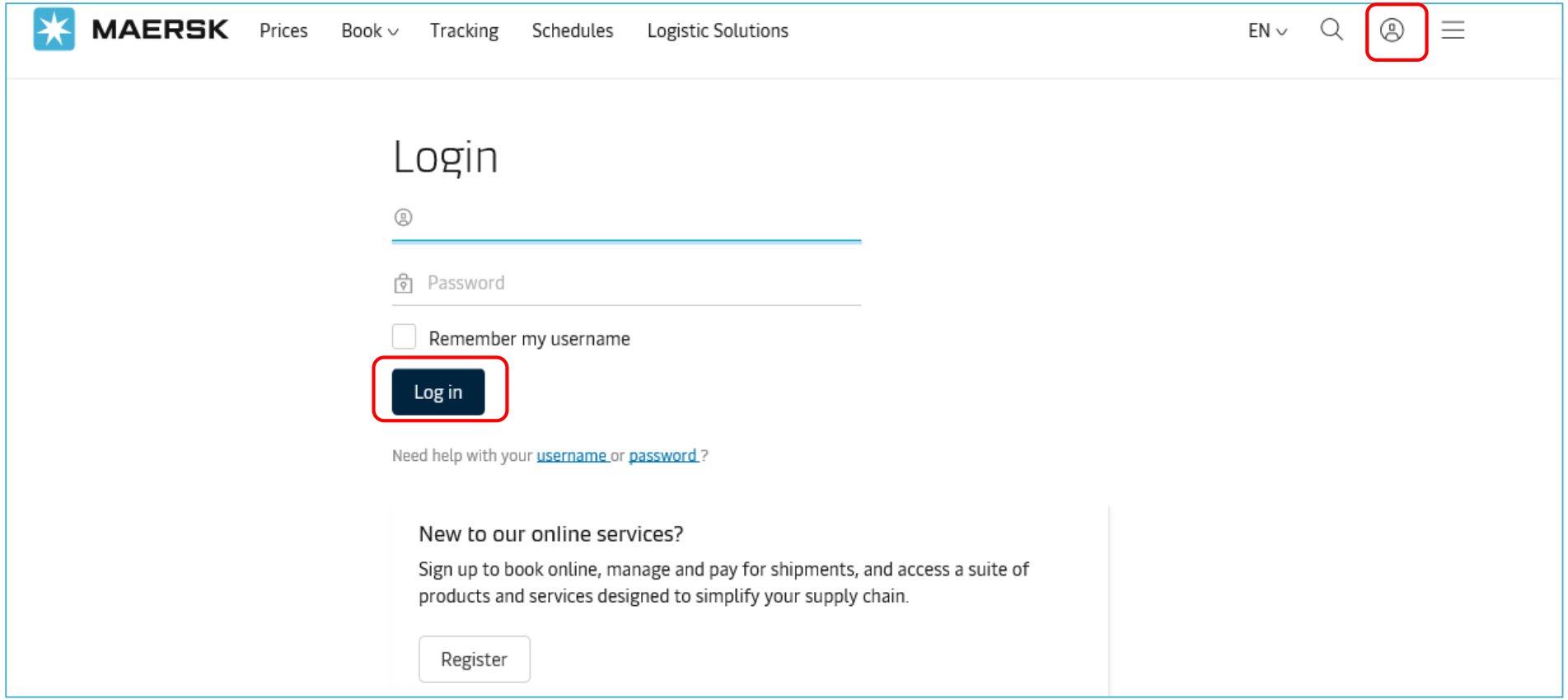
TUTORIAL – LOG IN



Log in or you can register your account here

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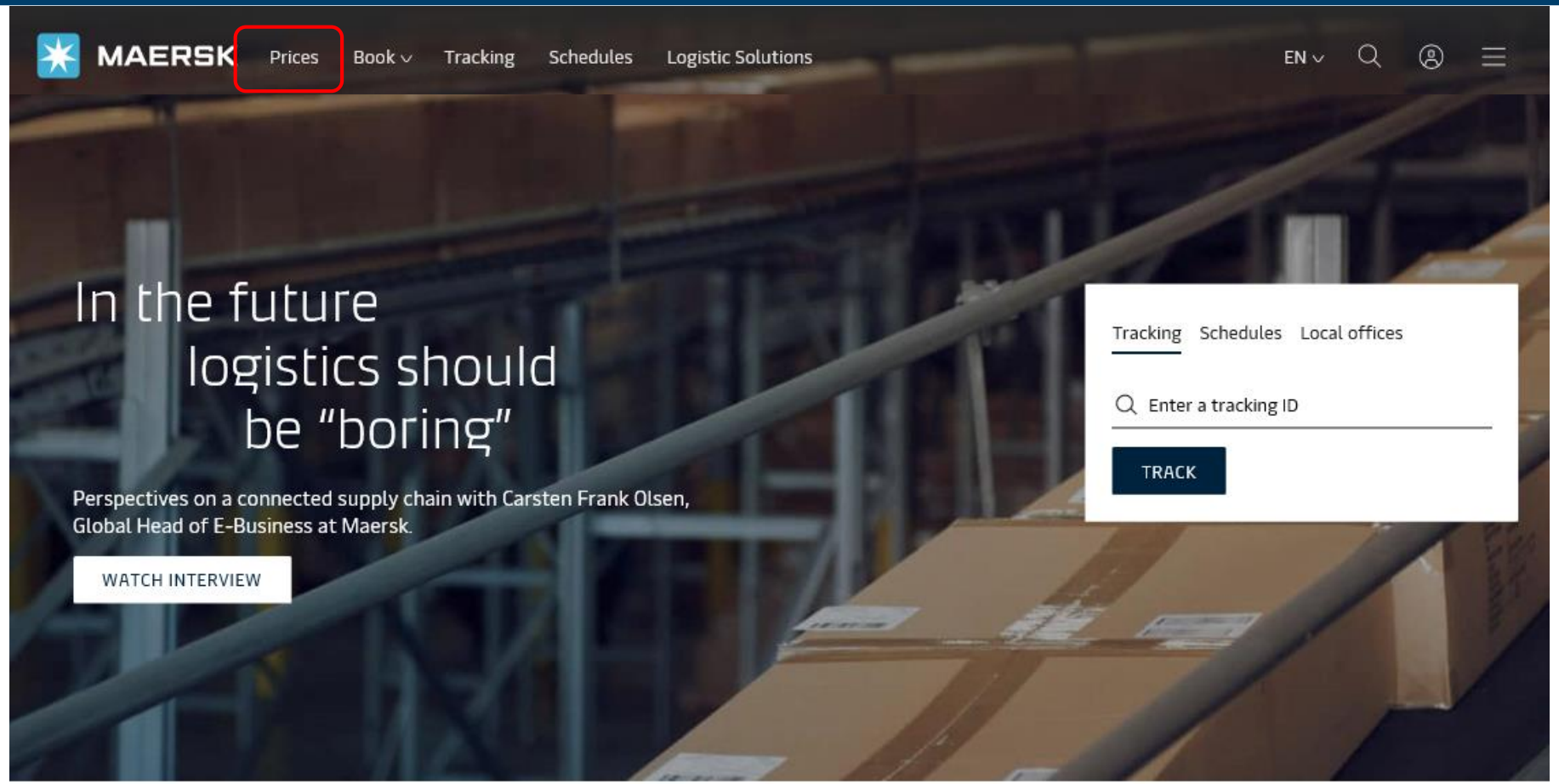
TUTORIAL - PRICES



After you log in our website, please click the button ***PRICE.***

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TUTORIAL – INSTANT PRICES

Transportation and logistics services prices

Ocean or Maersk Spot prices

Find ocean freight and Maersk Spot rates instantly online that suit your specific shipping needs.

INSTANT PRICES

Shipping quote with add-ons

If you're looking for a standard shipping quote, please use this form.

SHIPPING QUOTE

Oversized cargo quotes

Request a quote for an ocean shipment that exceeds the dimensions of our standard containers.

OVERSIZED CARGO QUOTE

Inland price lookup

Use our inland price look-up feature to find inland rates online that are already included in your existing contract or look up our tariff rates.

INLAND TRANSPORT PRICE

Cargo insurance quotes

Take no chances. Get comprehensive cover for your cargo through Maersk Cargo Insurance, provided by Zurich Insurance.

CARGO INSURANCE

If you're exporting from, or importing to, the Americas and looking for tariff inquiry information, please visit our **tariff information page**.

Click button ***INSTANT PRICE***

Classification: Public

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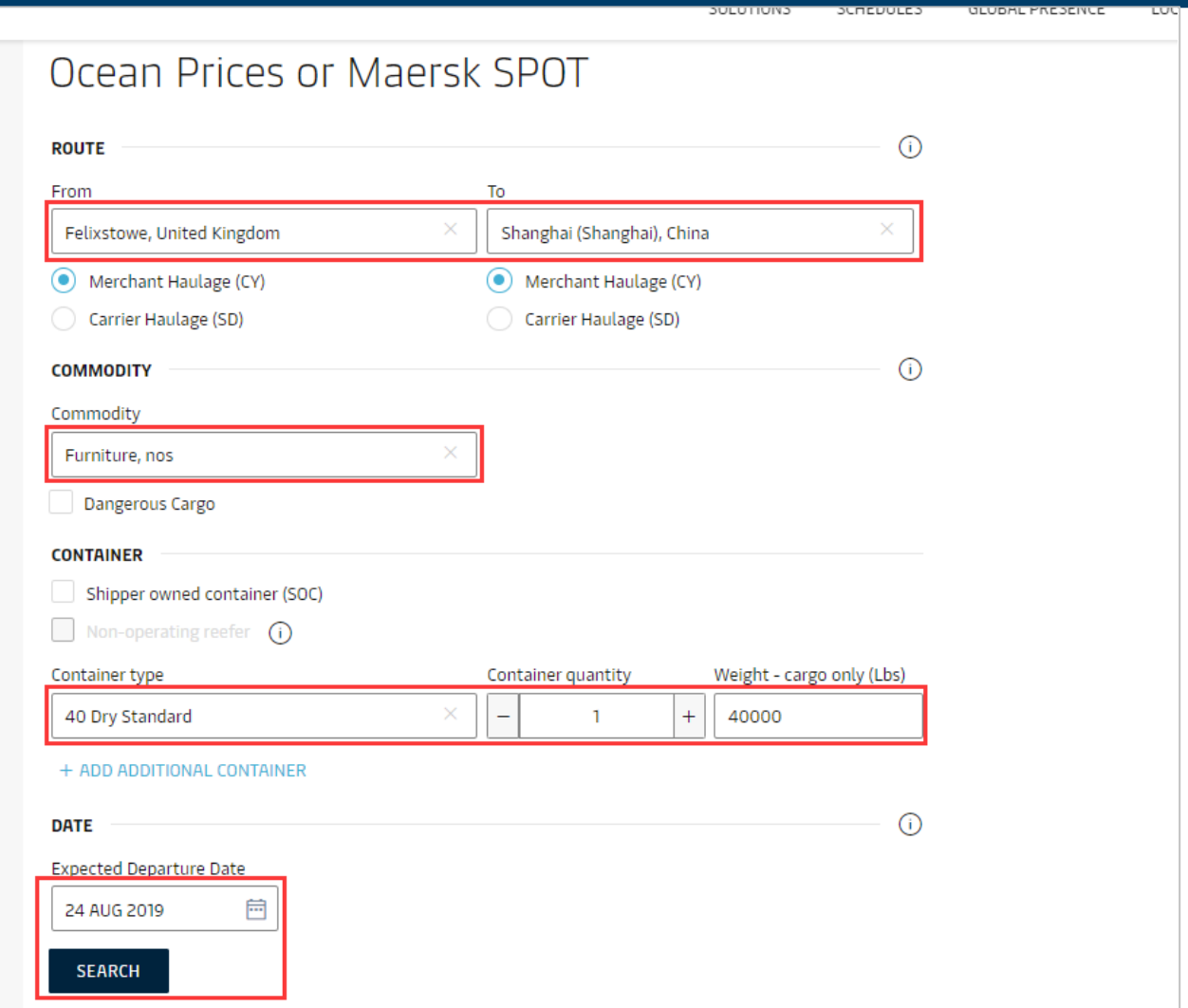
TUTORIAL - PRICE



Input your shipment details and click the button ***SEARCH***

MAERSK

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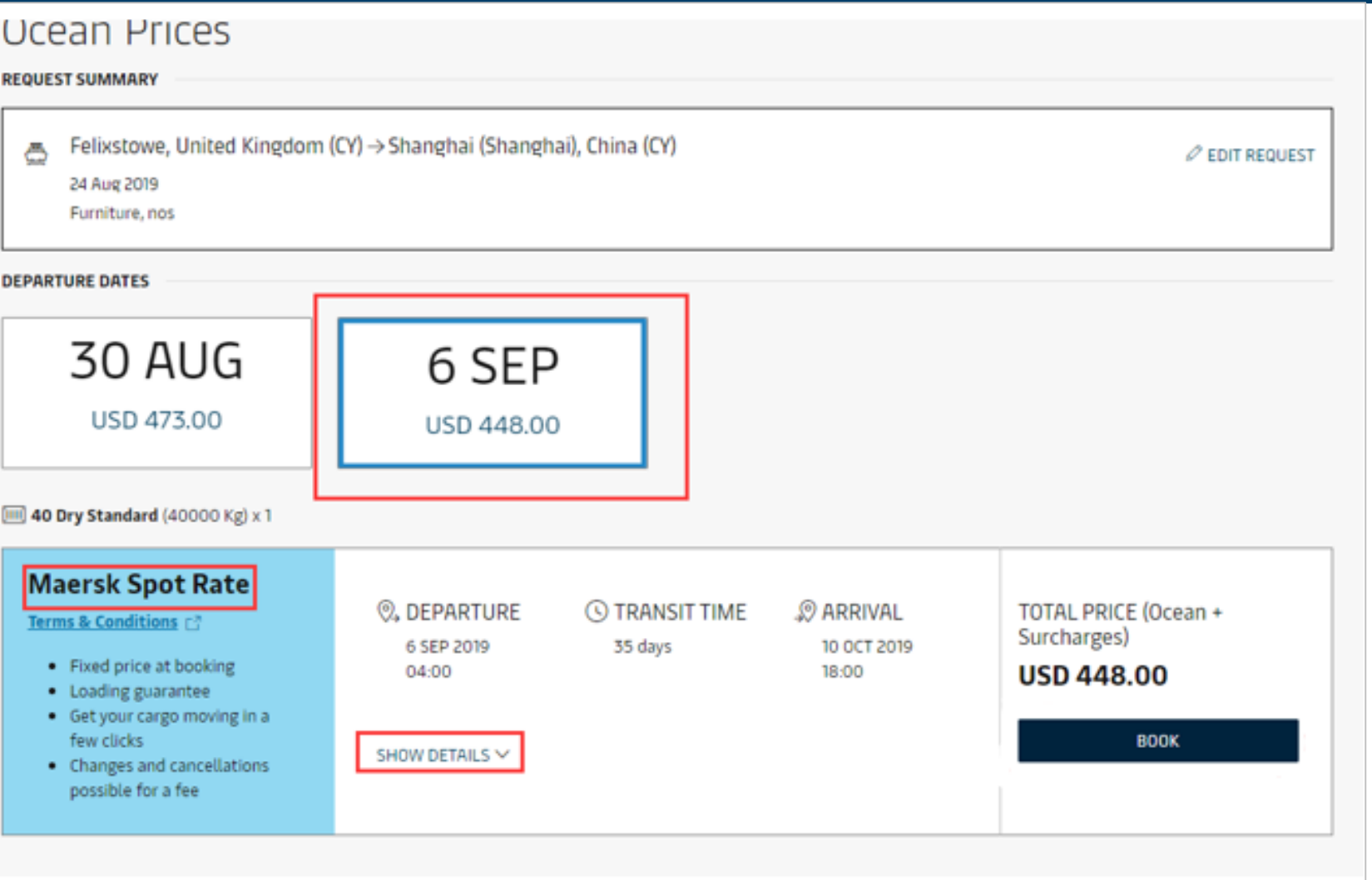
TUTORIAL – BOOKING



Rate details

If Maersk Spot Rate shows in the red highlight then please ***choose your schedule***, click the button ***SHOW DETAILS*** to check the rate details.

MAERSK

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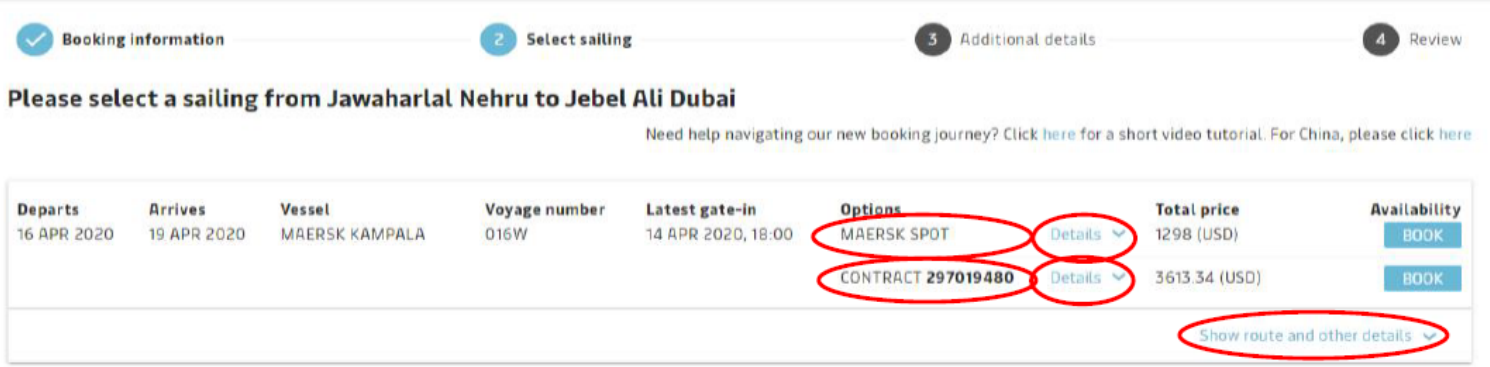
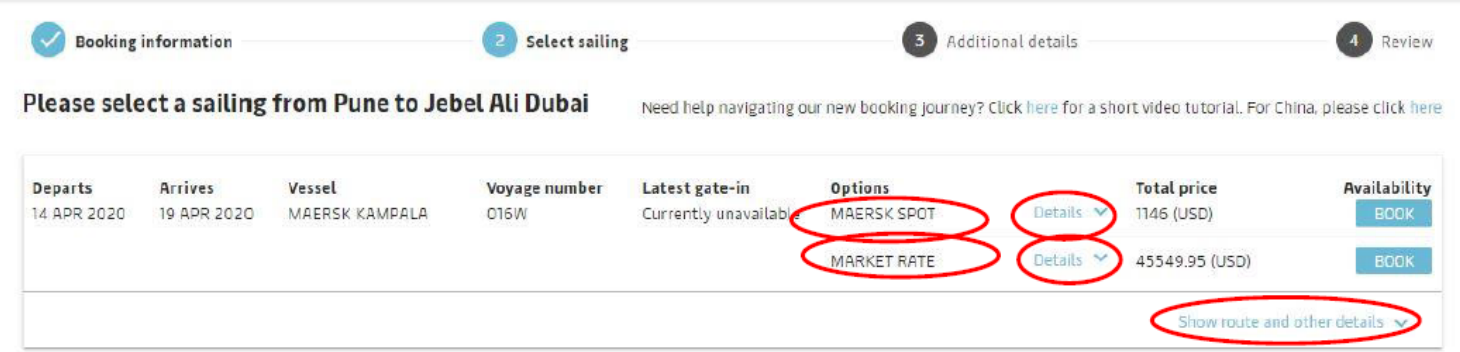
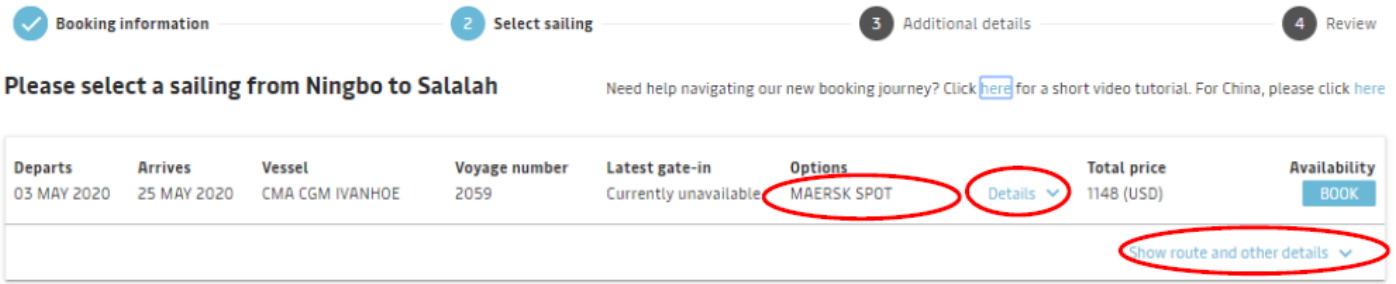
TUTORIAL – CHOOSE SCHEDULE







You can clearly see which is which & expand the details (red circle) to see the full price breakdown of each product, & also able to view the details which are common for SPOT, contract, market rate products such as route details and deadlines.

You can see the ***PRICING DETAILS*** and the deadlines based on the schedule that you selected.

SELECT the schedule that suits your requirement.

MAERSK

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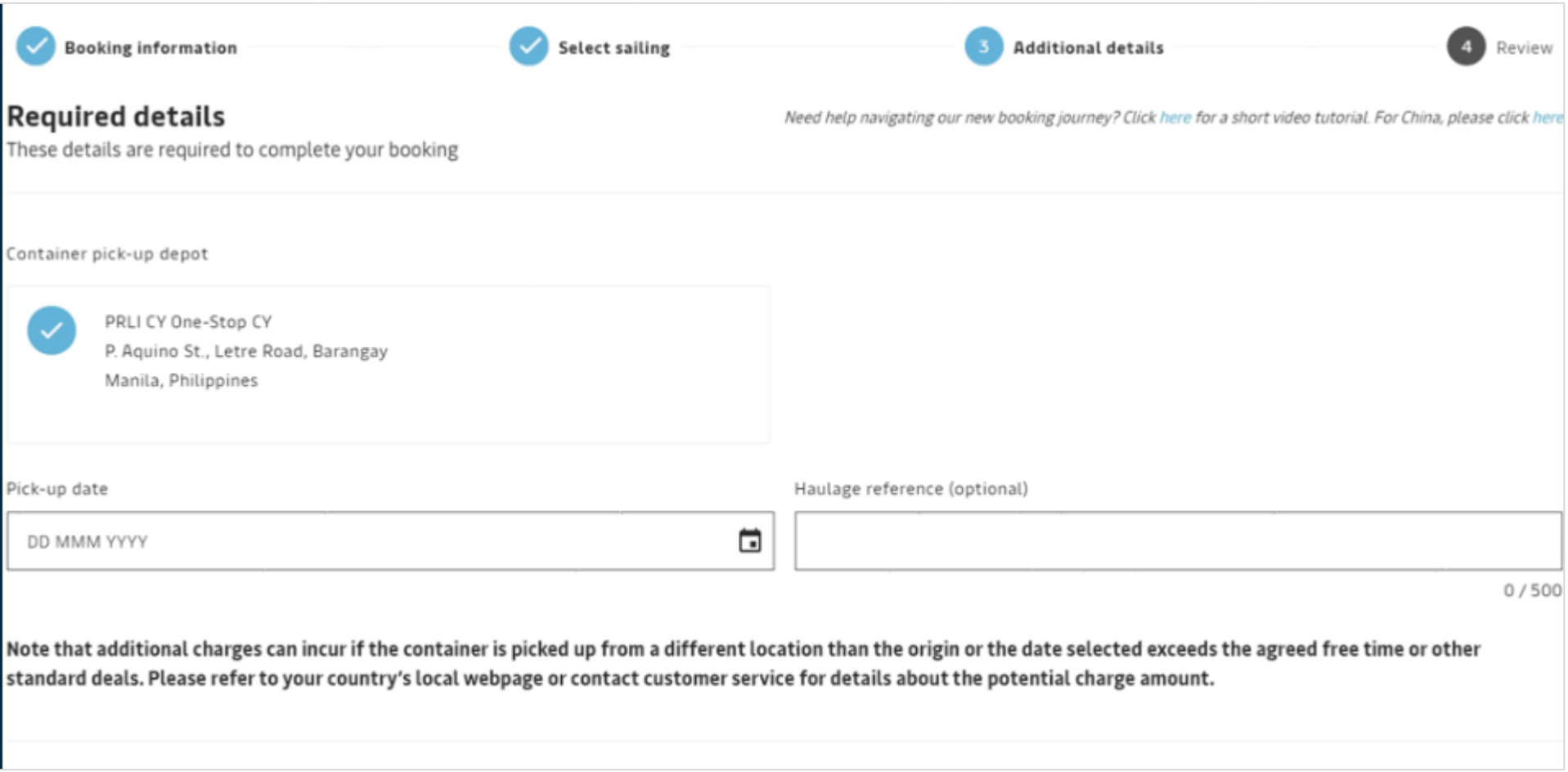
TUTORIAL – FILL BOOKING DETAILS



In this ADDITIONAL PAGE, fill out the information data, and you can add ***VAS (Value Added Service)***.

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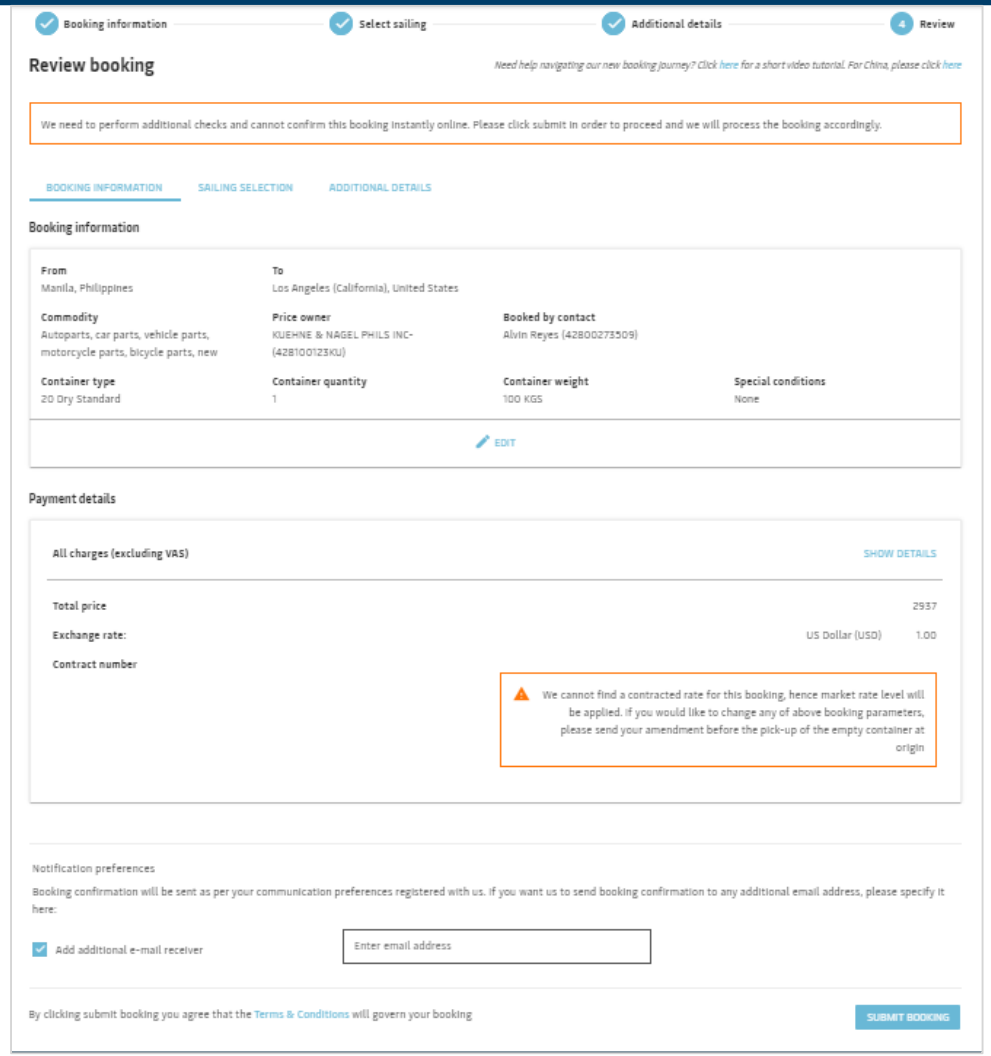
TUTORIAL – AFTER BOOKING



Review all the details again and then click ***SUBMIT BOOKING***.

You can "**Add additional e-mail receiver**" to put other email address to receive the booking confirmation.

Value Protect is the simple and smart way to protect your cargo

Click here to know more Value Protect

While we always do our utmost to take good care of your cargo, things can go wrong. Therefore we are glad to introduce you to our new solution to keep the value of your cargo protected from logistics-related risks. Value Protect provides alternative carriage terms that offer higher recovery limits on claims. At competitive prices and all in a single place.

Peace of mind
With clear recovery tiers in Value Protect, you have less to worry about while shipping your cargo.

Easy pricing
Select a package and know the price up front. No complex calculations and no extra fees.

Simple coordination
We will be your one-point contact for all your shipping as well as Value Protect related queries.

One invoice
For your convenience, Value Protect will now be part of your standard shipping invoice.

Less paperwork
Since we already have all your information, no additional paperwork is required from your end.

Simple claim process
Less documents needed for fast resolution and surveyor appointed by Maersk for some packages.

MAERSK

Classification: Public

**the services subject to availability each location*

Currently we are covering all main ports in Java island, with development of service in other ports to be completed by this year 2019. We have been applying for AEO (Authorized Economic Operators) certifications, which still in review by Indonesia Customs.

Please contact your Customer Service representative to include one of our **Customs House Brokerage** products in your supply chain. You may also contact id.delivery@maersk.com for more information.

Maersk Indonesia Export/Import Clearance Online Service

Still doing manual export/import clearance? → **Do it online!** → **Maersk CHB Online, export/import clearance service**

Maersk **Customs House Brokerage** (CHB) online service:

- Bundling with Ocean
- Expandable to additional products
- Support of Licensed Brokers and ground handling
- Online & 10 years audit archive
- No hidden charge
- Global network of specialist
- Additional services available upon request
- Fully Compliant to National and International Standards

Service includes:

- PEB/PIB document creation, checking and processing until Customs approval, from PEB to NPE or from PIB to SPPB
- Document pickup within Jakarta, Semarang and Surabaya city by using own-courier (messenger)
- Handling of customs document inclusive ground handling of empty container pickup/ return and ground handling of container gate in/ gate out from port
- Advance payment to 3rd party for depot charges, port charges, and carrier local charges
- Online document tracker and softcopy archiving for 10 years

Refer our service and get free clearance service of 2 containers! (excluding Batam port)

Rate exclusive VAT

Port location	Coverage	All-in Price (IDR '000) – Export/Import
Jakarta, Tanjung Priok	Dry, General Cargo	IDR. 225 per container
Cikarang Dry Port (CDP)	Dry, General Cargo	IDR 225 per container
Surabaya (TPS, TTL)	Dry, General Cargo	IDR. 275 per container
Semarang (TPKS)	Dry, General Cargo	IDR. 325 per container
Belawan (BICT)	Dry, General Cargo	IDR 375 per container
Batam	Dry, General Cargo	IDR 1442 per container
All ports above	OOG, Reefer, Breakbulk	Please contact Maersk group representative
Other ports	Dry, General Cargo, OOG, Reefer, Breakbulk	Please contact Maersk group representative

Standard Terms & Conditions:

- Export clearance cut off ETD -3 days, import clearance ETA -2 days
- Green lane clearance process for export and import, excluding inspection by Customs or Other Government Agency (OGA). **Please contact us if you need support on inspection.**
- Subject to receipted charges by 3rd party (Port, Depot, Carrier local charges, Government Agency)
- Subject to complete document/permit/license by exporter/importer
- Applicable to all ocean freight by Maersk group shipping, Maersk, Safmarine, Sealand and Hamburg Süd

Other Services:

- HS code classification, Certificate of Origin, Phytosanitary certificate, VHC, BCF, Re-address/Manifest correction, Quarantine, BPOM/ID-FDA, Diplomatic, Duty & tax valuation, Master list, Yellow lane/Red lane/Behandle clearance, and a lot more
- Customs clearance consultation service

Classification: Public

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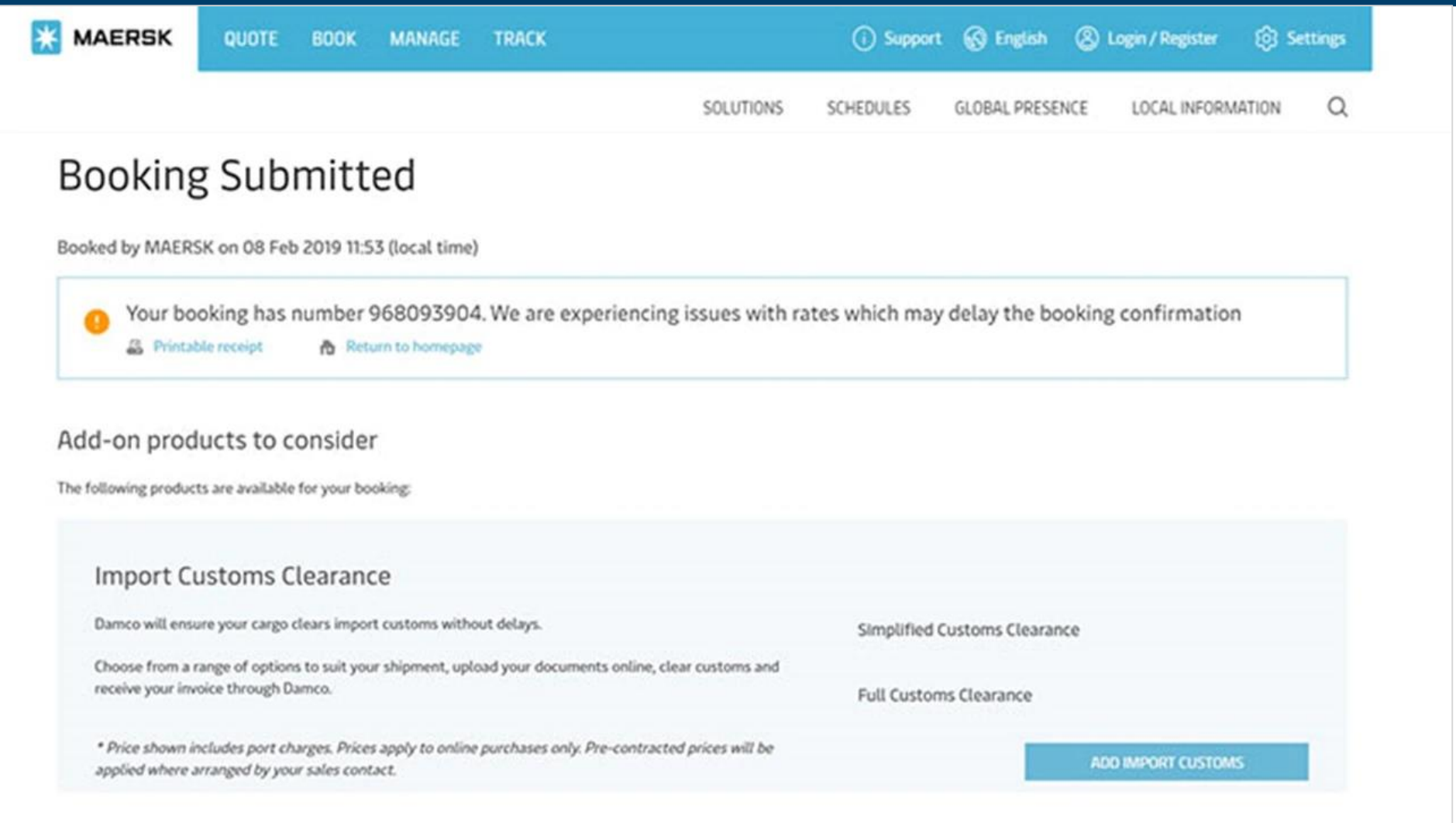
TUTORIAL



Submit container business as per the usual process.

MAERSK

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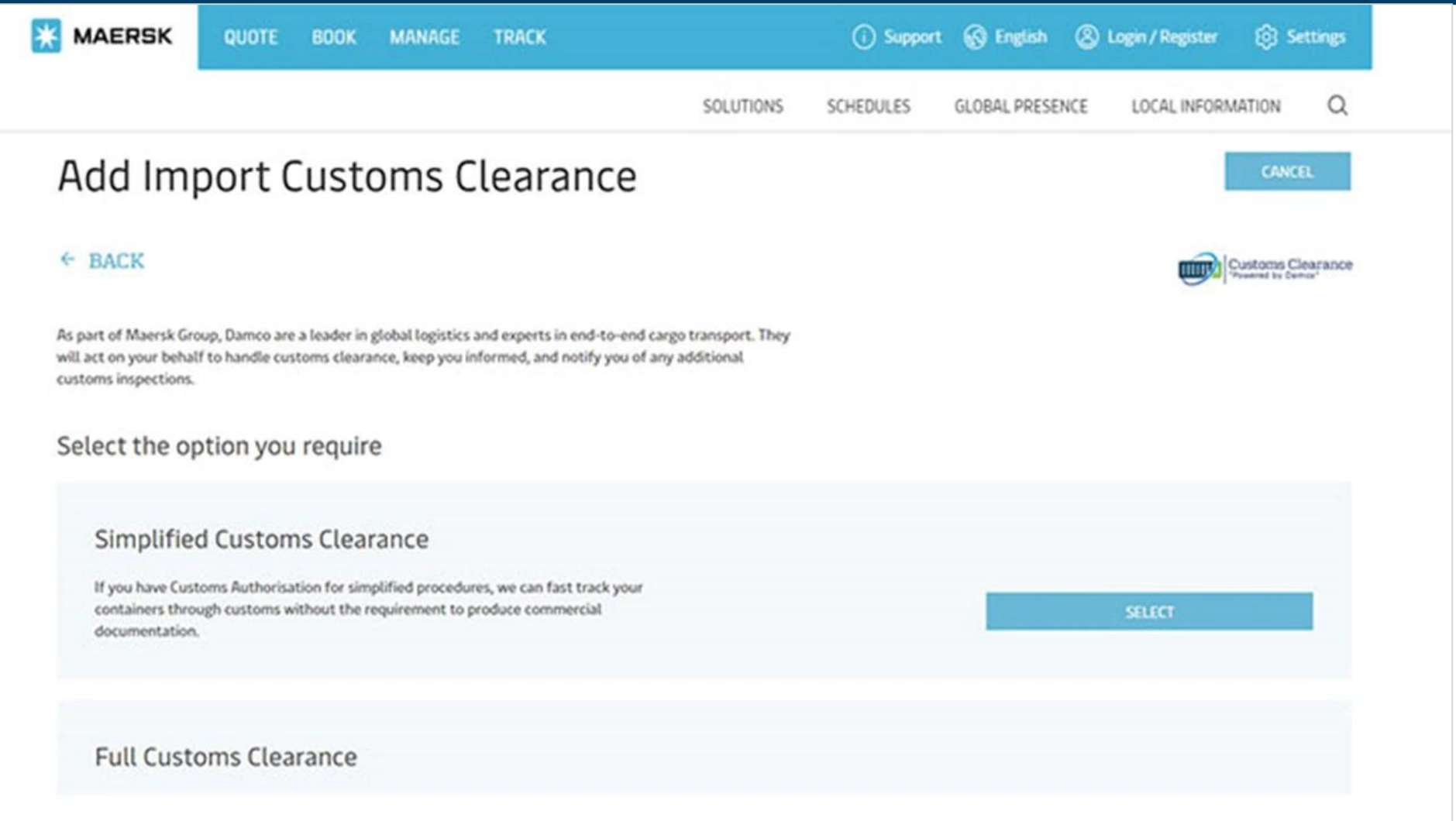

Based on your container booking, the system will recognize if we can offer Import or Export Customs Clearance products & services. Depending on the import & export country that you have selected.

Click ***SELECT*** and add to select the type of Customs Clearance product and add it to your shipment.

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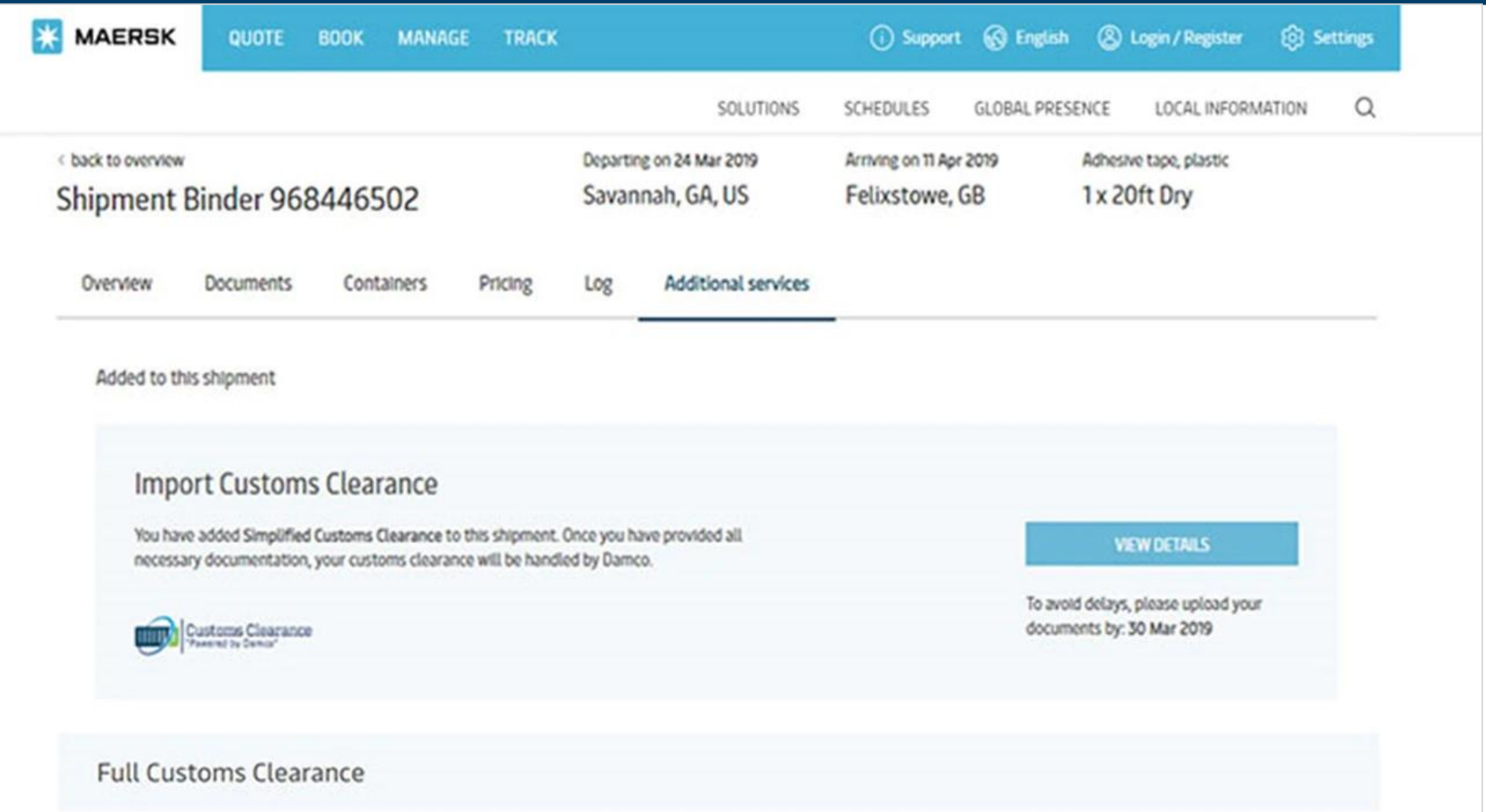
TUTORIAL



Check your selected products & confirm your purchase.
Please read the terms & condition and select the ***ACCEPT*** checkbox if you agree, before pressing the confirm purchase button.

To complete your request you will be asked to upload the relevant documents. This can be done through the 'Additional Services' when managing your booking on the Shipment Binder.

You will receive your clearance documents. In case of any missing documents or questions, your local Damco representative will contact you.

MAERSK

Let our inland service experts work for you

Click here to know more Inland Services

Your cargo's journey never begins or ends at the port and that's why we have our end-to-end shipping solutions to ensure your supply chain performs like a clockwork. Whether you ship bananas or wind turbines, we can transport your cargo from origin to destination safely and on schedule.

Truck

Trucks provide flexible point-to-point service, delivering small loads over short to long distances over widely dispersed geographic areas.

Rail

Having a freight option that can accommodate your hauling needs is important. Rail provides versatility, high carrying capacity, and speed making it a great option.

Barge

Barge provides additional opportunities to utilize water service into points not accessible by large main liner vessels.

**the services subject to availability each location*

Classification: Public

Our value proposition comprises solutions and services tailored to your business needs

Click here to know more Warehouse & Distribution

Fulfilling your commitment to your customers is our priority too. So is our commitment to helping your business adapt to rapid market changes while minimizing investment risks.

That is why we offer dedicated solutions across an extensive network of shared warehousing and distribution operations.

Warehousing services

Every aspect of each solution is leveraged from our footprint characterized by its extensive geographical coverage and adaptability to meet specific warehouse management purposes & legal requirements.

- ✓ Fulfilment Centers
- ✓ Consolidation and Deconsolidation Centers
- ✓ Crossdocking and Transloading
- ✓ Bonded or Non-bonded Warehouses

Distribution services

In combination to the order processing at our warehouses, you can benefit from our extensive distribution network for product deliveries to end customers (e.g. customer's DC, Wholesalers, Shop, end-customer) either by Full Truck Loads, Less than Truck Loads or courier service (parcels).

Full Truck Loads

Less than Truck Loads

Courier Service

Value added services

In an omni-channel world, some of the most effective solutions are those with the flexibility to minimize go to market efforts and consistently deliver to production lines, on time. Maersk's services are no different.

- ✓ Scanning
- ✓ Quality controls
- ✓ Re-packaging
- ✓ Cargo sorting
- ✓ Returns management
- ✓ Reporting
- ✓ Product disposal
- ✓ Palletizing
- ✓ Shaving/topping off pallets
- ✓ Labelling
- ✓ Yard management
- ✓ Garments on hangers
- ✓ Product customisation

MAERSK

**the services subject to availability each location*

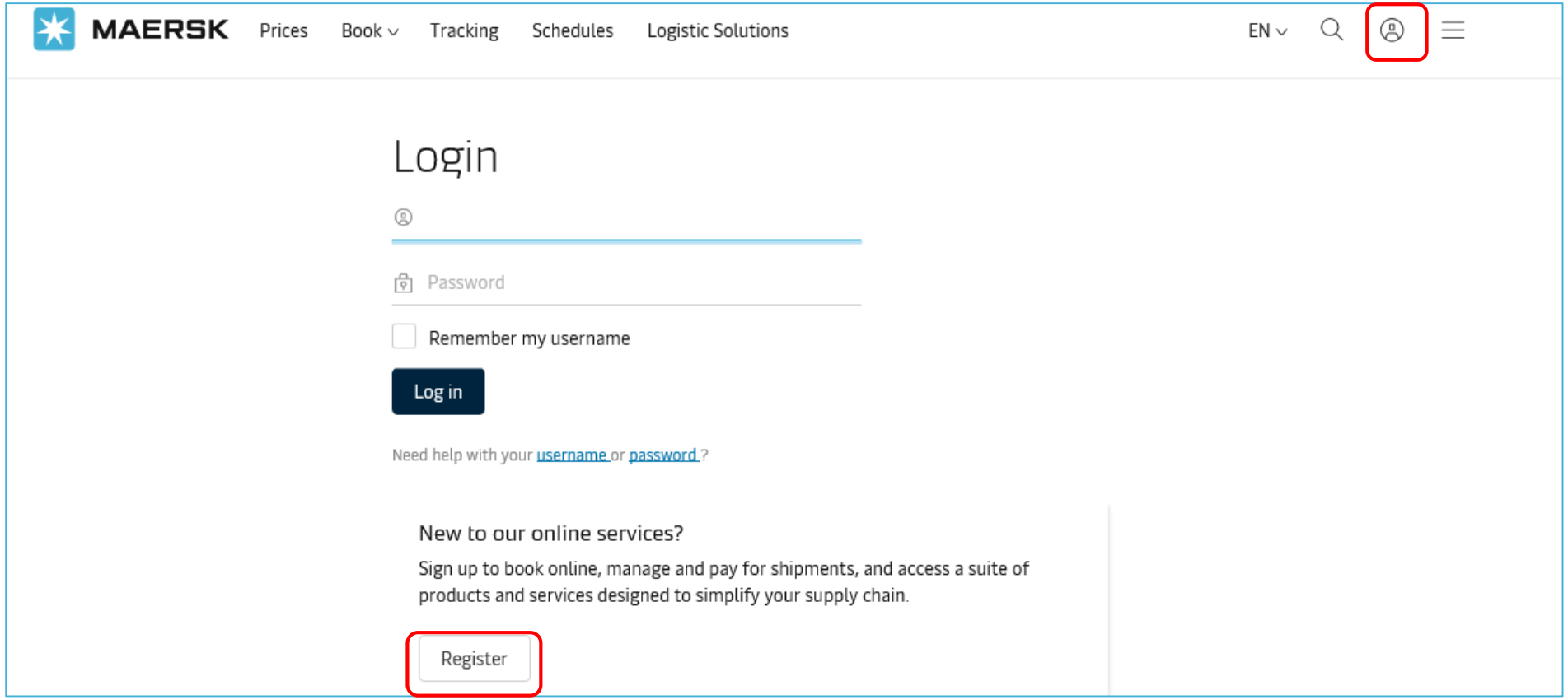
Classification: Public

MAERSK.COM

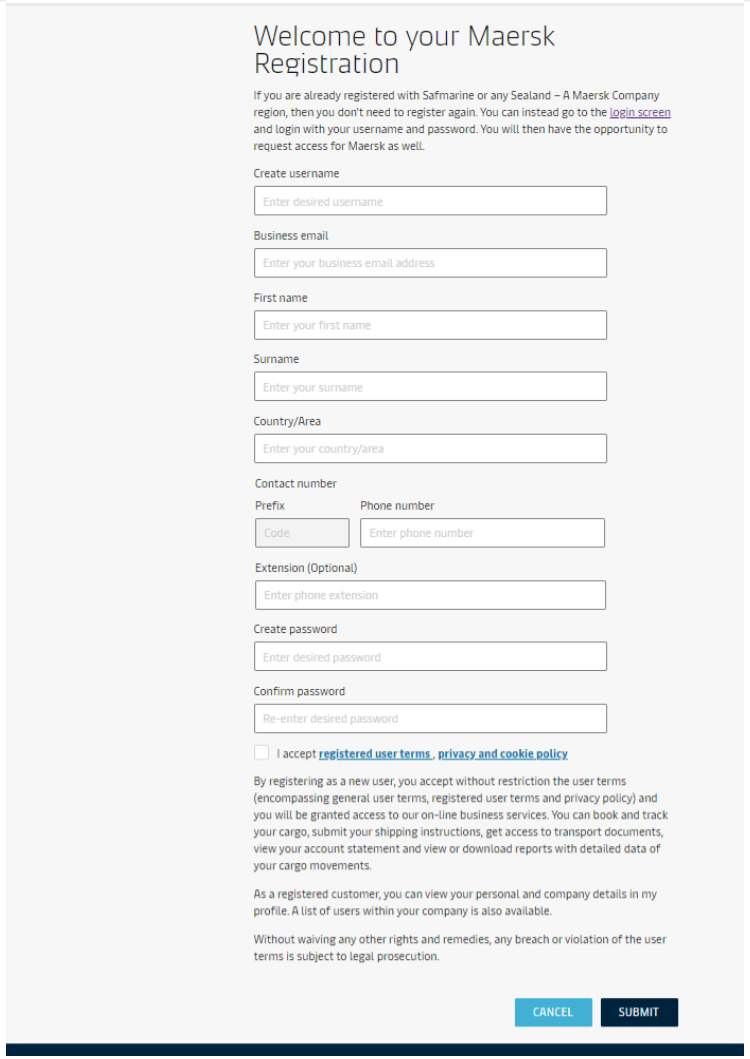
TUTORIAL STEP BY STEP MENU

PRE BOOK	QUOTE	BOOKING	MANAGE	MY FINANCE	HELP
REGISTER	SCHEDULE	BOOK NEW SHIPMENT	SHIPMENT OVERVIEW	VIEW INVOICES	LIVE SUPPORT
	STANDARD QUOTE	DUPLICATE BOOKING	SHIPMENT BINDER	E-STATEMENT	CASE WITH CS
	SPECIAL CARGO QUOTE	DANGEROUS GOODS (DG)	SUBMIT SI	RAISING DISPUTES	MANAGE YOUR CASE
	INLAND TRANSPORT	AMEND	RESUBMIT SI	AGENT SOLUTION	SEARCH FOR SUPPORT
		CANCEL	APPROVE OR AMMEND		CONTACT LOCAL OFFICE
			SUBMIT VGM		
			PRINT FINAL TRANSPORT DOC		
			TRACKING		
			NOTIFICATION		
			ACCOUNT SETTINGS		

MAERSK



Click ***ACCOUNT*** icon button on the top menu at the top right corner of the home page and select **"REGISTER"**.



Welcome to your Maersk Registration

If you are already registered with Safmarine or any Sealand – A Maersk Company region, then you don't need to register again. You can instead go to the login screen and login with your username and password. You will then have the opportunity to request access for Maersk as well.

Create username

Enter desired username

Business email

Enter your business email address

First name

Enter your first name

Surname

Enter your surname

Country/Area

Enter your country/area

Contact number

Prefix | Phone number

Code | Enter phone number

Extension (Optional)

Enter phone extension

Create password

Enter desired password

Confirm password

Re-enter desired password

I accept registered user terms , privacy and cookie policy

By registering as a new user, you accept without restriction the user terms (encompassing general user terms, registered user terms and privacy policy) and you will be granted access to our on-line business services. You can book and track your cargo, submit your shipping instructions, get access to transport documents, view your account statement and view or download reports with detailed data of your cargo movements.

As a registered customer, you can view your personal and company details in my profile. A list of users within your company is also available.

Without waiving any other rights and remedies, any breach or violation of the user terms is subject to legal prosecution.

CANCEL SUBMIT

Fill in the registration form, read and accept the terms and conditions, and click ***SUBMIT.***

When you have submitted your registration, we will contact you as soon as possible to complete your registration.

This will normally be within 30 mins from the registration being submitted.

REGISTER

Registration confirmation - Message (HTML)

FILE MESSAGE McAfee E-mail Scan ADOBE PDF

ma 05-12-2016 12:25

registration@maersk.com

Registration confirmation

To D. Laporte, George

Dear George D. Laporte

Your registration request has been forwarded to the administrator for approval

You will be informed by email when your request have been approved.

If you have general questions about Maersk, please go to http://www.maersk.com or contact your local office:

Office name: Maersk
Office city: Aarhus
Phone: +45 8934 8000
Email: dansal@maersk.com

Thank you for using Maersk online services.

Yours sincerely,
Maersk

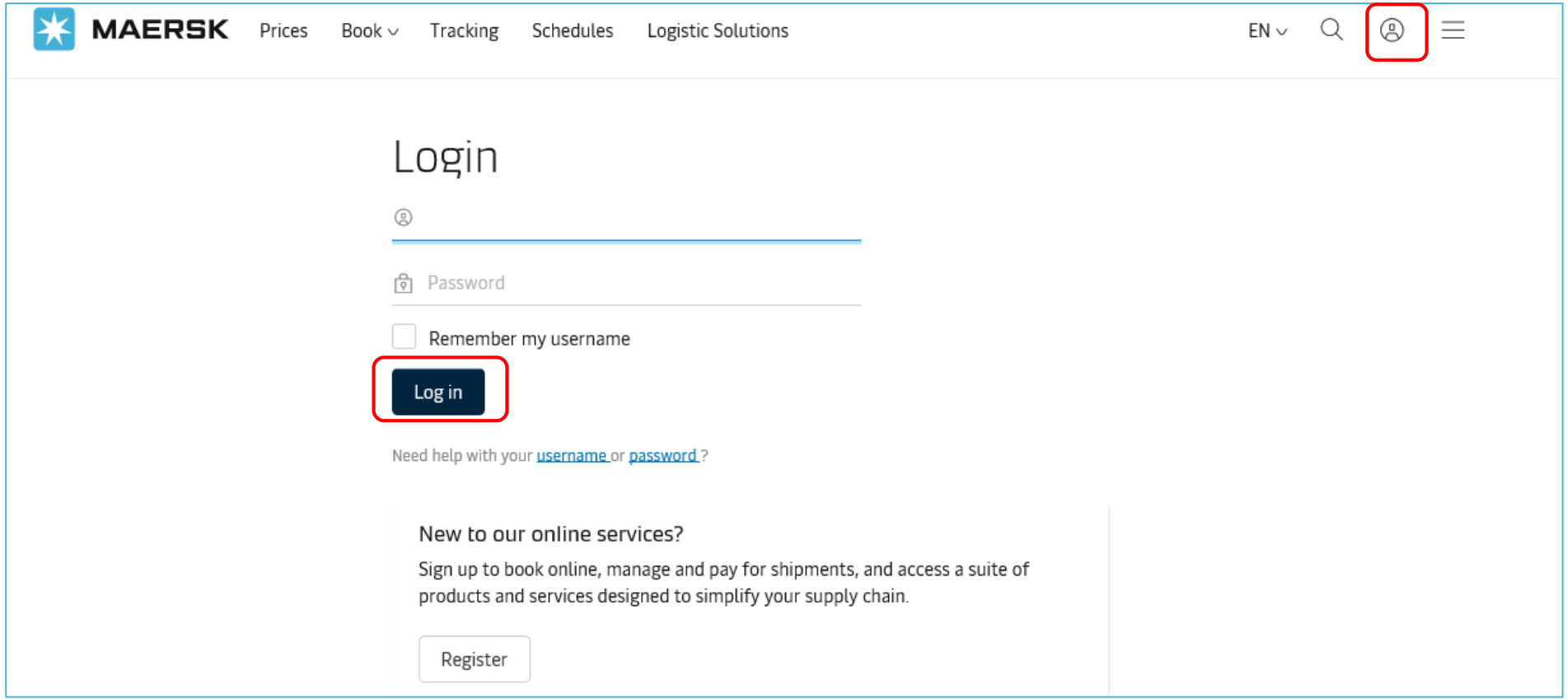
Please do not reply to this email, as we are unable to respond from this email address.

See more about registration@maersk.com.

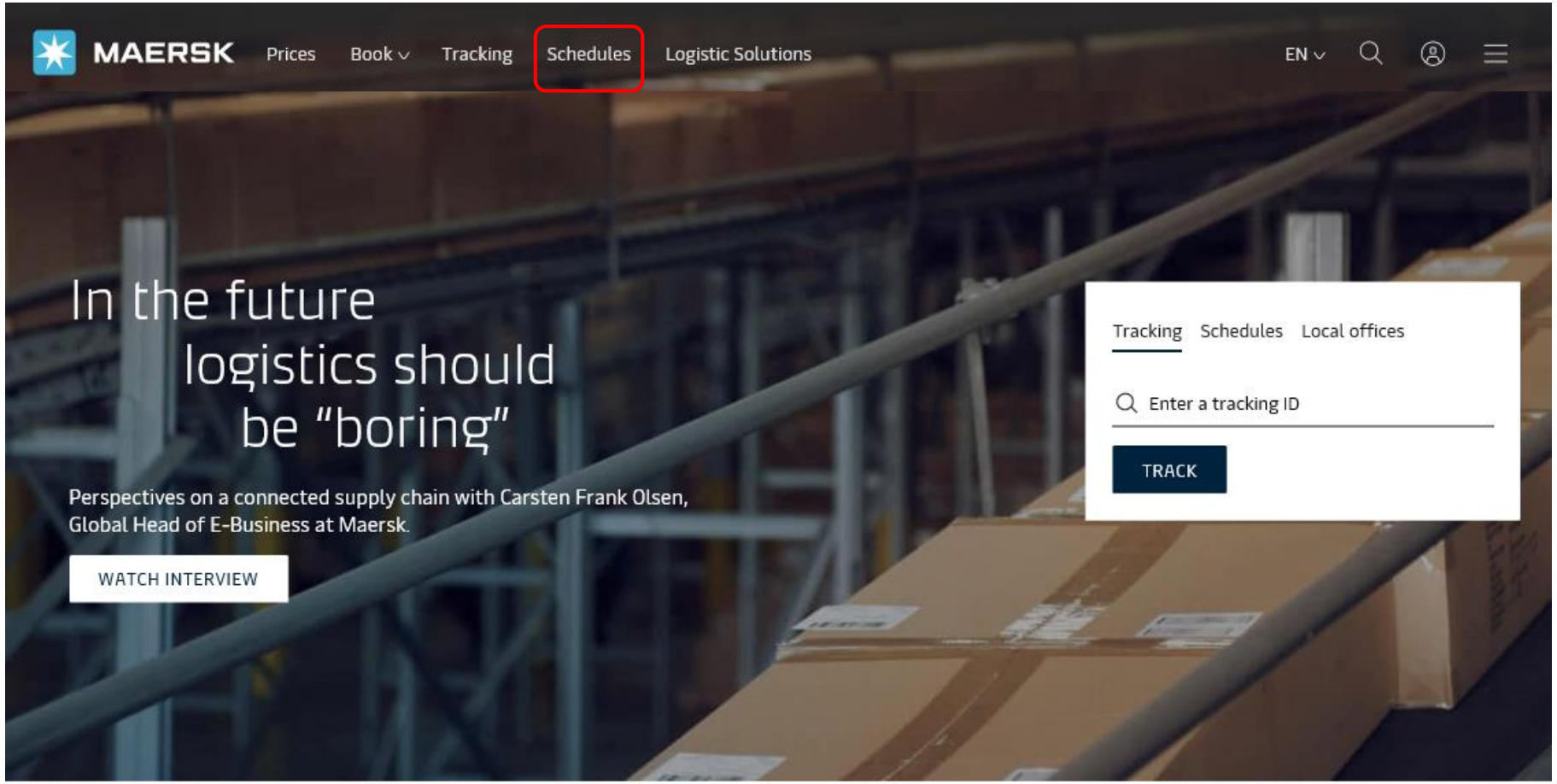
We will send you an **email** with the details you need to activate your account and get started.

Following the initial email, once registration has been approved, which is most cases takes approximately 15 minutes, you will receive a **second email** with details on how to log on.

You will be asked to **change your password the first time** you log in.



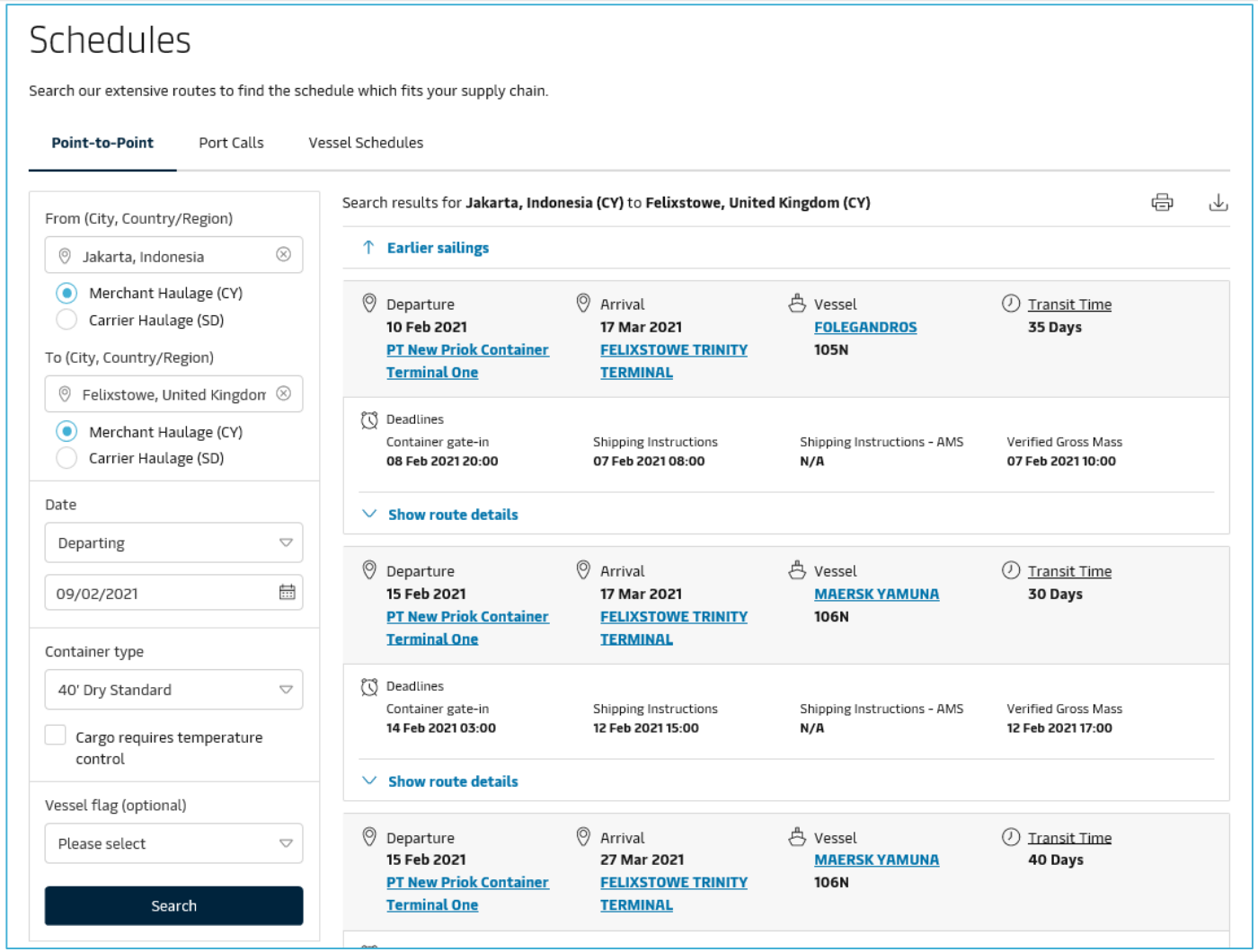
Log in with your **username** and **temporary password** – you will be asked to **change it** for privacy reasons.



Click ***SCHEDULES*** in the menu to get access to schedules.

Logistics Solutions

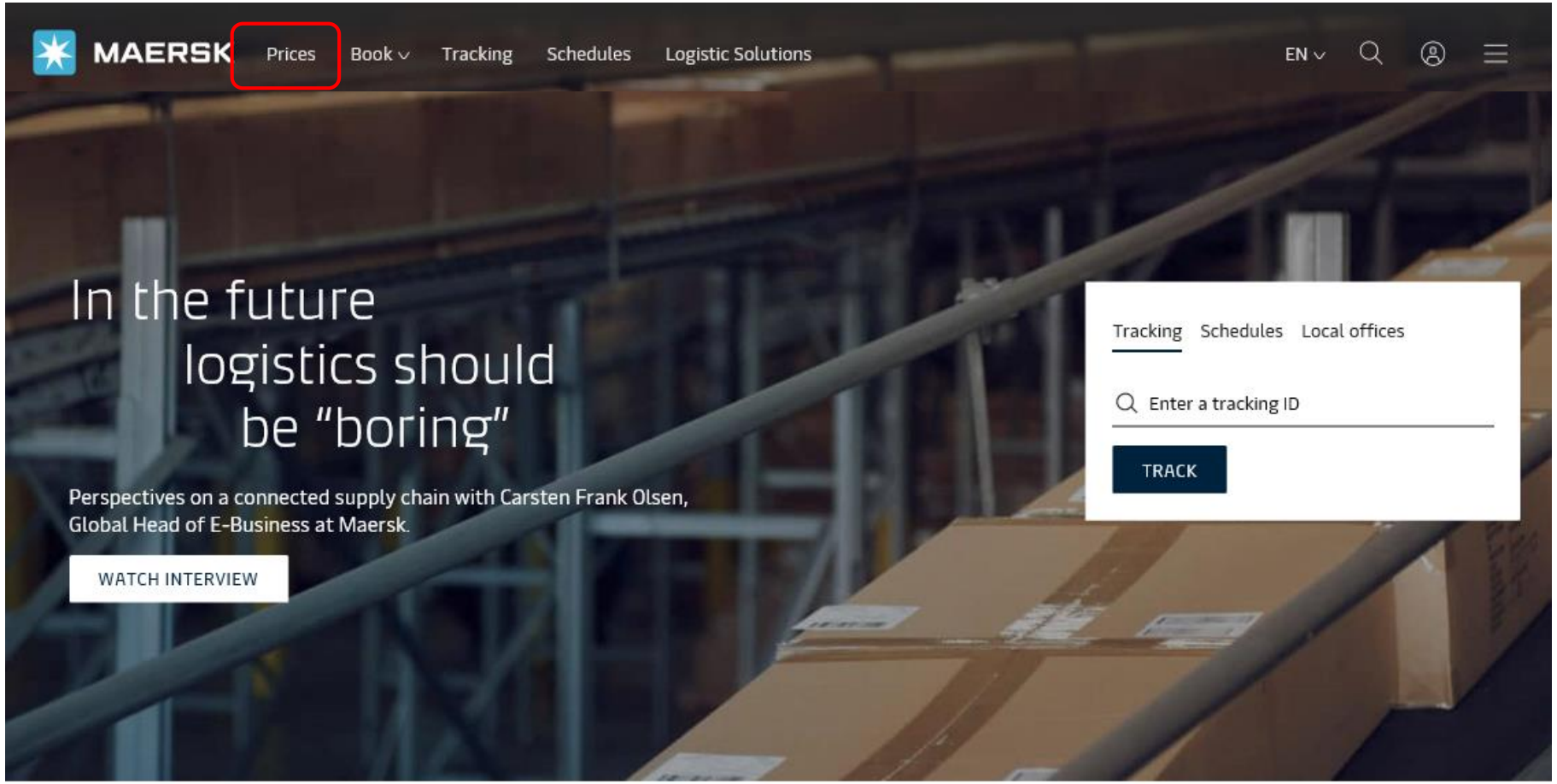
From the farm to your refrigerator, or the factory to your wardrobe, A.P. Moller - Maersk is developing solutions that



At the “Schedules” page you will have access to Advanced Search which includes:

- **Point-to-Point** provide you with all sailings between the selected from and to location and the detailed transport plan includes all steps during the transport
- **Port Calls** enable you to view the arrival and departure dates for all vessel calling the selected port
- **Vessel Schedule** include all port of calls and indication of the current location of the selected vessel

If you are logged in, you can find rates and bookings for your chosen routes without re-entering the search criteria.



Click ***PRICE*** on the top menu

Logistics Solutions

From the farm to your refrigerator, or the factory to your wardrobe, A.P. Moller - Maersk is developing solutions that

Transportation and logistics services prices

Ocean or Maersk Spot prices

Find ocean freight and Maersk Spot rates instantly online that suit your specific shipping needs.

INSTANT PRICES

Shipping quote with add-ons

If you're looking for a standard shipping quote, please use this form.

SHIPPING QUOTE

Oversized cargo quotes

Request a quote for an ocean shipment that exceeds the dimensions of our standard containers.

OVERSIZED CARGO QUOTE

Inland price lookup

Use our inland price look-up feature to find inland rates online that are already included in your existing contract or look up our tariff rates.

INLAND TRANSPORT PRICE

Cargo insurance quotes

Take no chances. Get comprehensive cover for your cargo through Maersk Cargo Insurance, provided by Zurich Insurance.

CARGO INSURANCE

If you're exporting from, or importing to, the Americas and looking for tariff inquiry information, please visit our tariff information page.

Select the ***SHIPPING QUOTE*** for standard shiping quote

MAERSK

Quote request

Standard | Oversized cargo

ROUTE

From location: Felixstowe, United Kingdom
- Merchant Haulage (CY)
- Carrier Haulage (SD)

To location: Shanghai (Shanghai), China
- Merchant Haulage (CY)
- Carrier Haulage (SD)

+ ADD ADDITIONAL FROM AND TO LOCATION

CONTAINER

Container Type: 20' Dry Standard

Container Quantity: 1

Weight (kg - cargo only): 18000

☐ Shipper's own container (SOC)

+ ADD ADDITIONAL CONTAINER

COMMODITY

Commodity: Dry cargo - Freight all kinds

Can't find commodity?

☐ Dangerous cargo

DATE

Effective Date: 20 MAR 2019

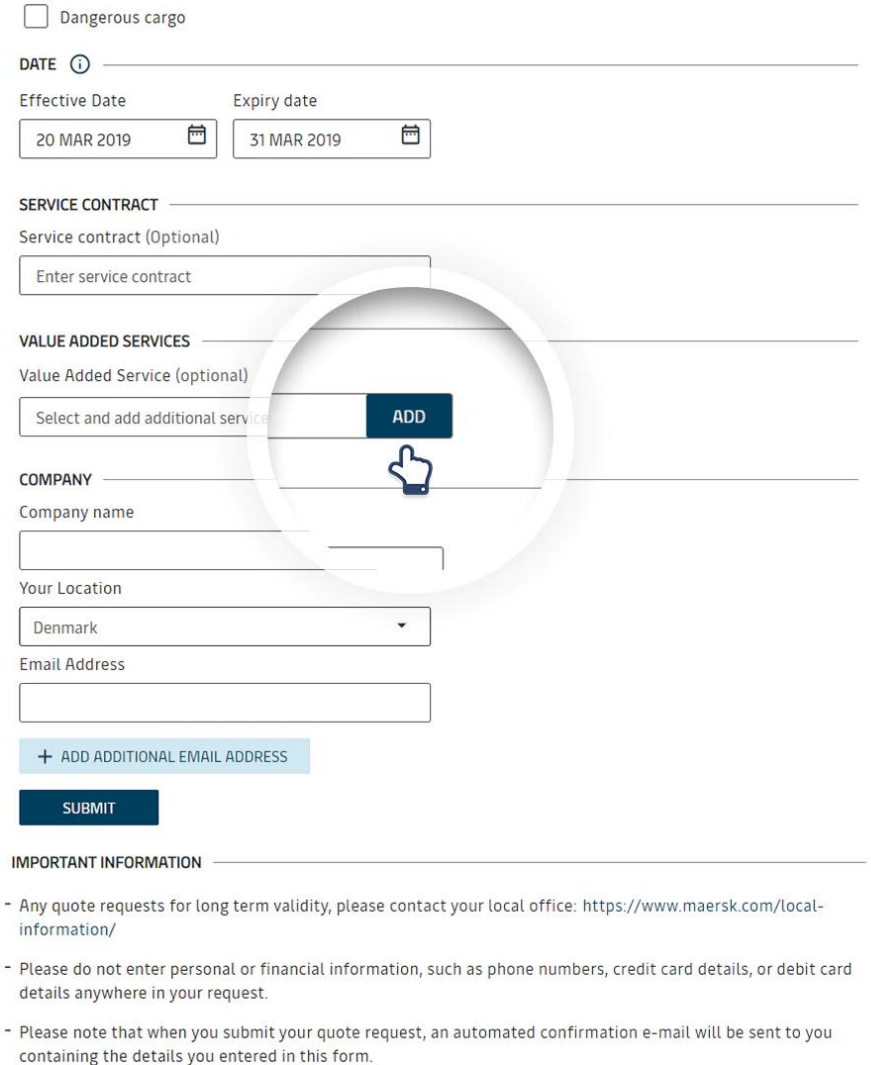
Expiry date: 31 MAR 2019

Help information

Fill in the online quote form for a standard quotation. This feature is accessible without a registered account. Choose either single or multiple 'From' and 'To' locations, with the ability to add single or multiple 'Containers'. For quotes with longer validities, please contact your local Sales office.

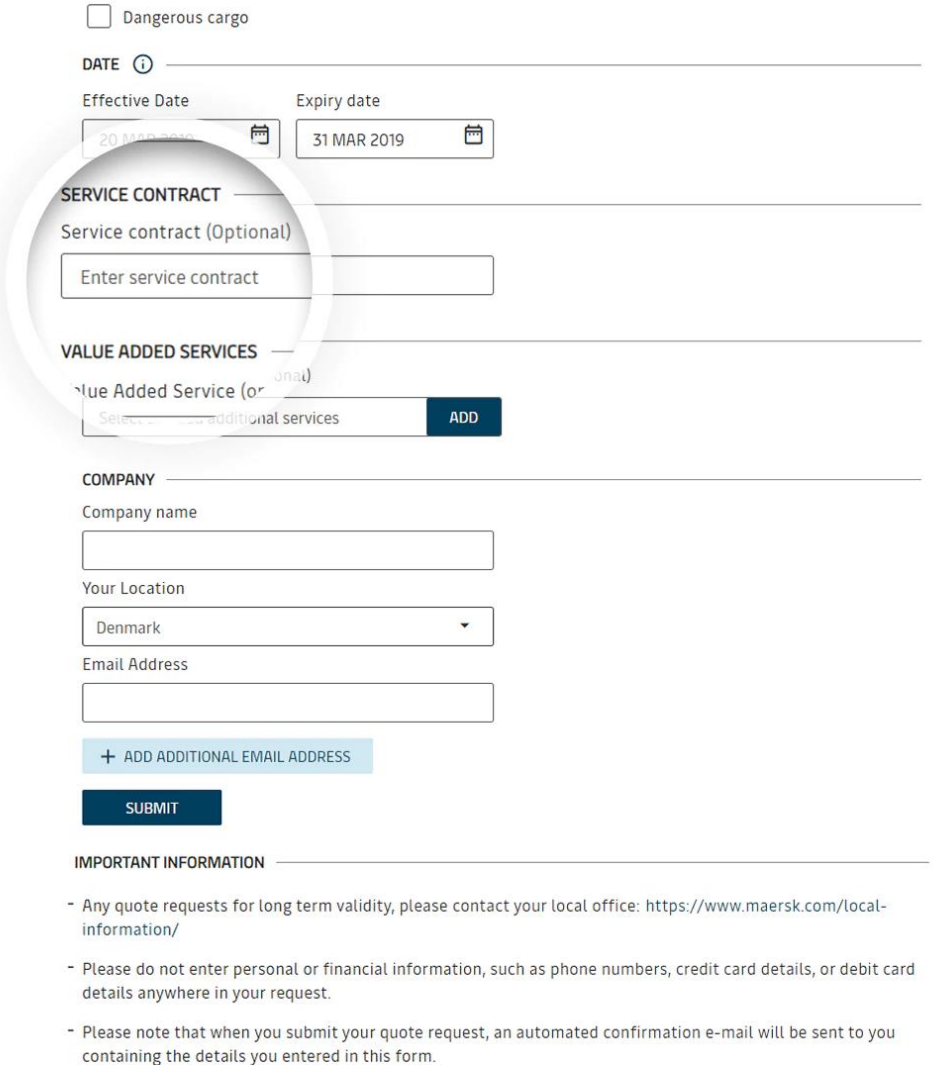
LIVE HELP

Fill in the online form, include origin, destination and container details, your commodity information and select the effective date and expiry date.



Select any **Value-Added Services** you want to add in your quote.

MAERSK



Dangerous cargo

DATE

Effective Date

Expiry date

31 MAR 2019

SERVICE CONTRACT

Service contract (Optional)

Enter service contract

VALUE ADDED SERVICES

ADD

COMPANY

Company name

Your Location

Denmark

Email Address

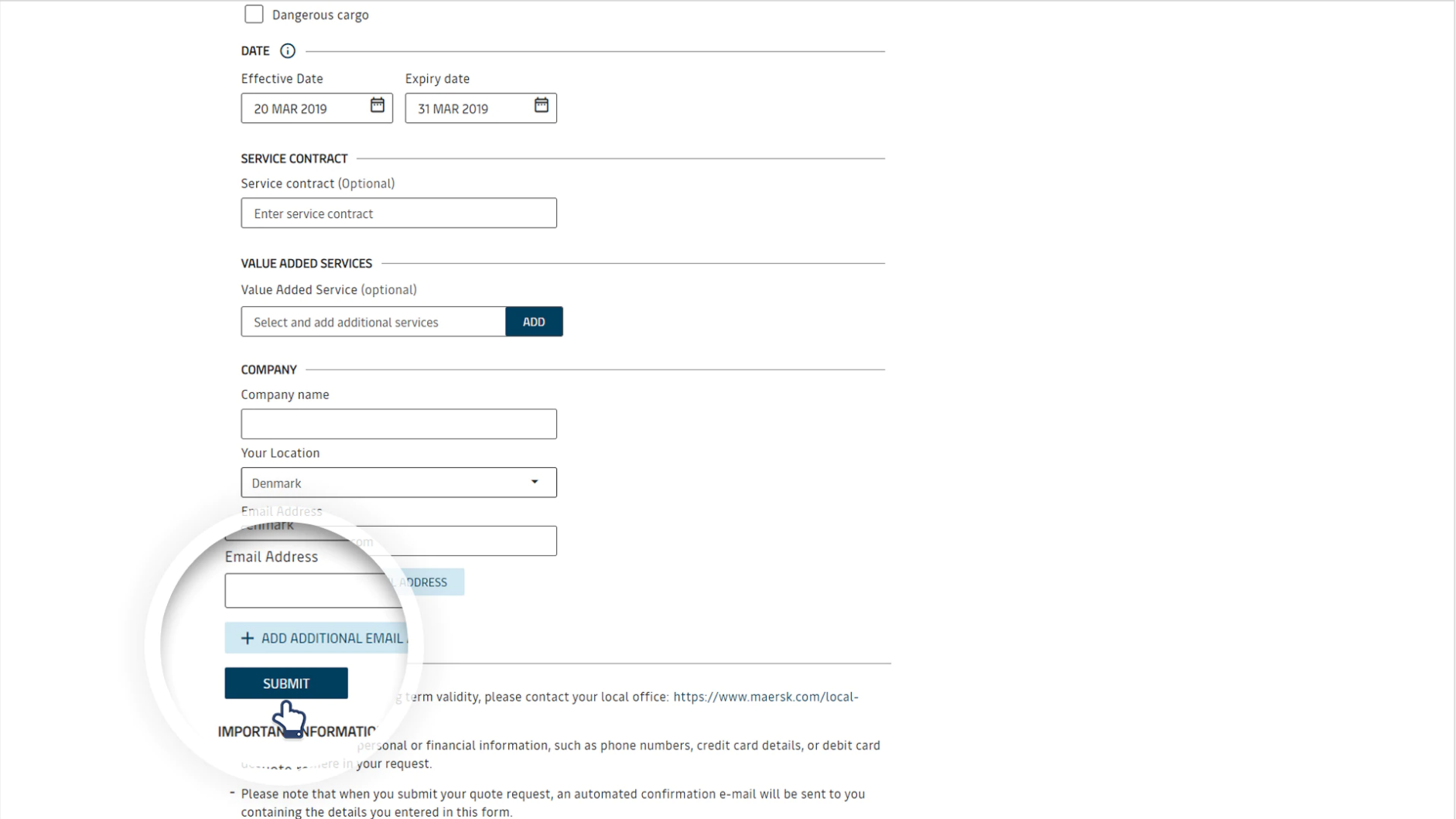
+ ADD ADDITIONAL EMAIL ADDRESS

SUBMIT

IMPORTANT INFORMATION

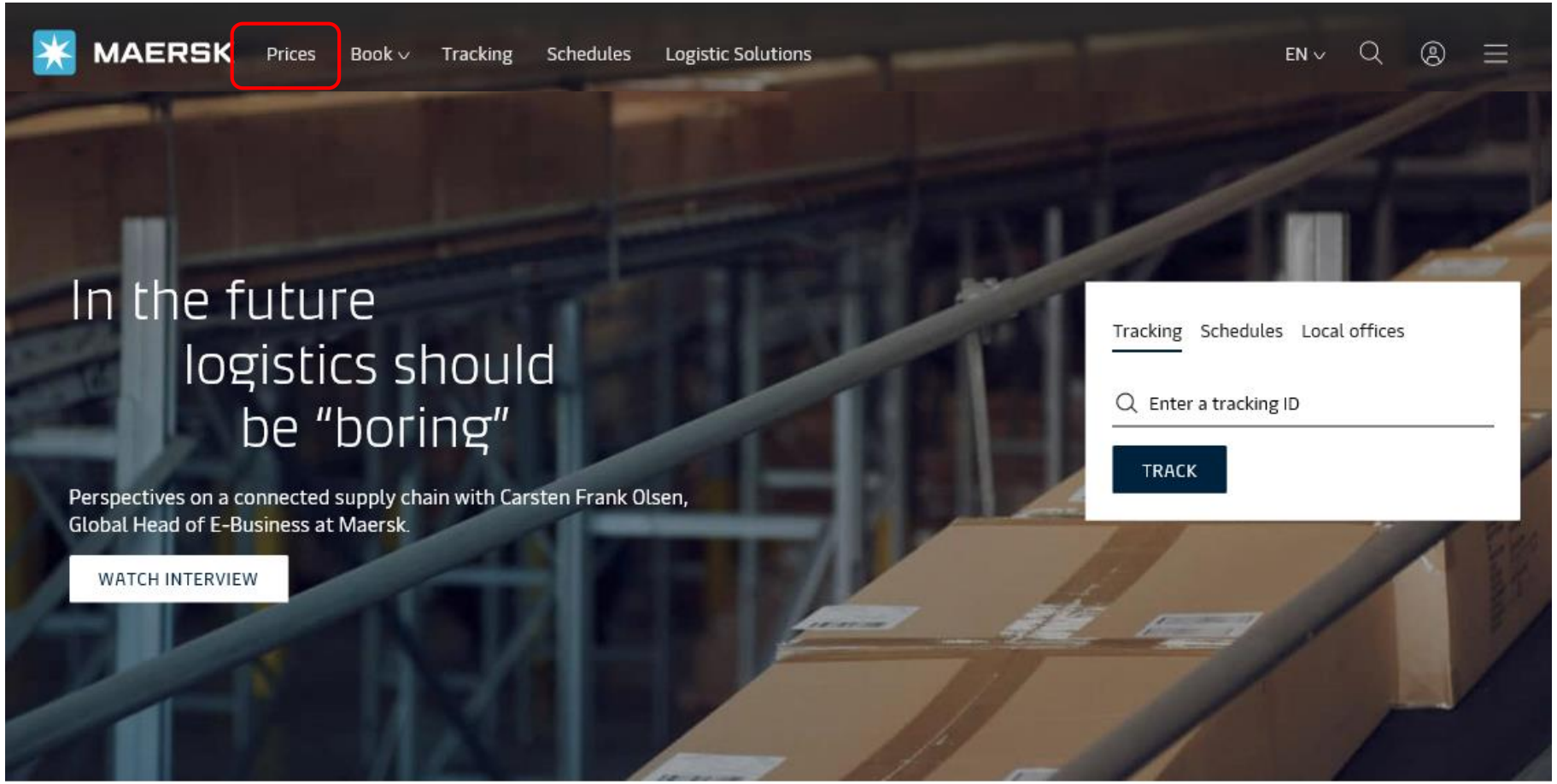
- Any quote requests for long term validity, please contact your local office: https://www.maersk.com/local-information/
- Please do not enter personal or financial information, such as phone numbers, credit card details, or debit card details anywhere in your request.
- Please note that when you submit your quote request, an automated confirmation e-mail will be sent to you containing the details you entered in this form.

Fill in your service contract number and additional email address if needed.



Submit your quote request by clicking ***SUBMIT*** to receive a quote by email in just a few hours.

MAERSK



Click ***PRICE*** on the top menu

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CARGO INSURANCE

If you're exporting from, or importing to, the Americas and looking for tariff inquiry information, please visit our tariff information page.

Click the ***OVERSIZED CARGO QUOTE*** button.

MAERSK

Quote request

Standard | **Oversized cargo**

ROUTE

From location: Felixstowe, United Kingdom
Merchant Haulage (CY)

To location: Shanghai (Shanghai), China
Merchant Haulage (CY)

+ ADD ADDITIONAL FROM AND TO LOCATION

CONTAINER / CARGO DETAILS

Shipment type: OUT OF GAUGE | BREAK BULK

Container Type: 40' Flat Rack Standard

Container Quantity: 2

Weight (kg - cargo only): 30000

Cargo length (cm): 1119

Cargo width (cm): 333

Cargo height (cm): 502

☐ Shipper owned container (SOC)

Commodity: Excavator/Digger

☐ Dangerous cargo

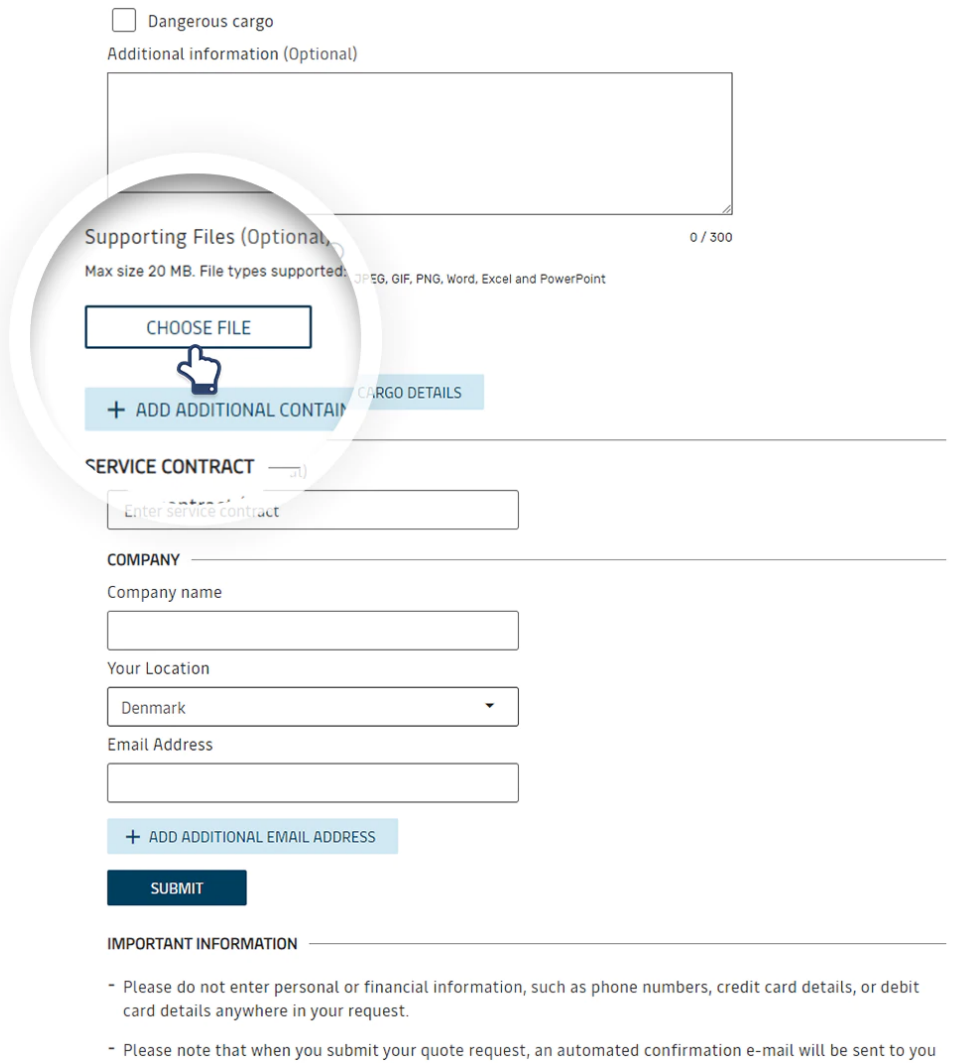
Additional information (Optional)

Help information

Fill in the online quote form for a oversized cargo quotation. This feature is accessible without a registered user account. Choose either single or multiple 'From' and 'To' locations, with the ability to choose single or multiple 'Container/Cargo' shipments. For quotes with longer validities, please contact your local Sales office.

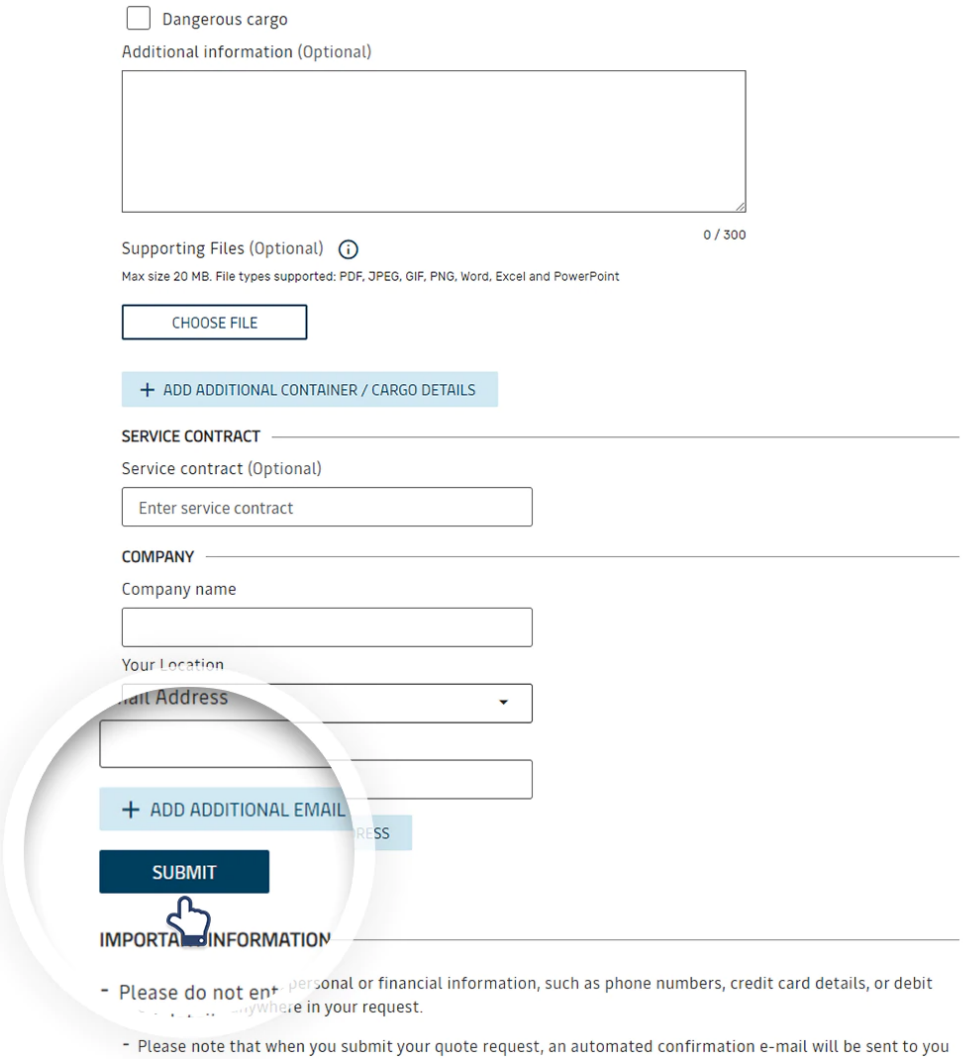
LIVE HELP

Fill in the online form, include origin and destination, select your shipment type i.e. either 'Out of Gauge' or 'Break Bulk' and select container, input weight of the cargo and dimension, select your commodity and provide additional information if any.



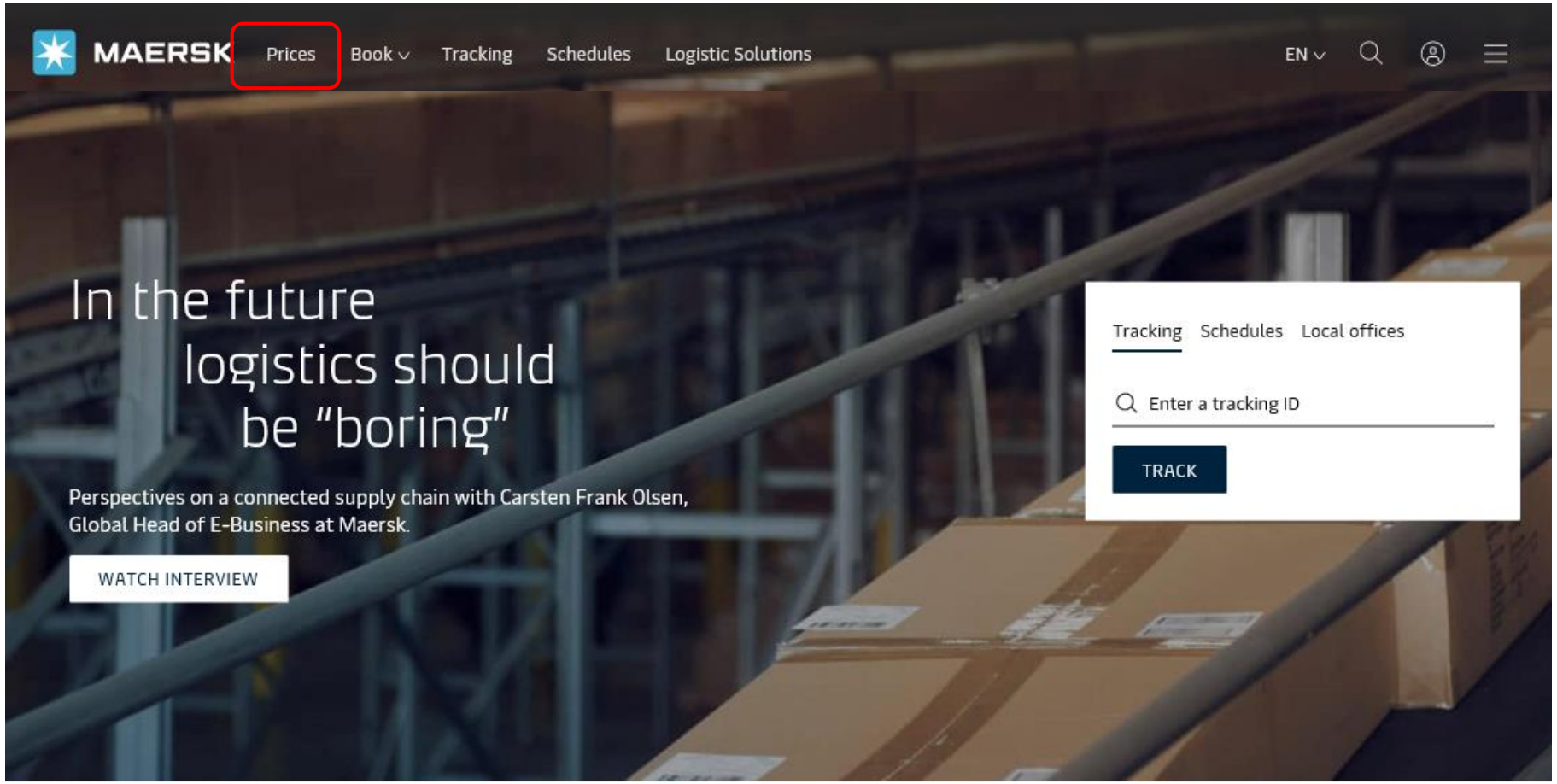
Take a picture of your cargo and upload it to quote request and enter a service contract number if available.

MAERSK



Submit your quote request by clicking ***SUBMIT*** to receive a quote by email.

MAERSK



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Click the ***INLAND TRANSPORT PRICE*** button.

MAERSK

Inland Rate Lookup

Direction

Haulage direction

EXPORT IMPORT

Help information

If you have questions about sales, bookings or shipments but can't find the answer to your question you can chat online now to our customer service team.

LAUNCH LIVE CHAT

Location Details

Country of inland location

Germany

Inland location (From)

Munich (Bavaria), Germany

Gateway port (To)

Bremerhaven (Bremen), Germany

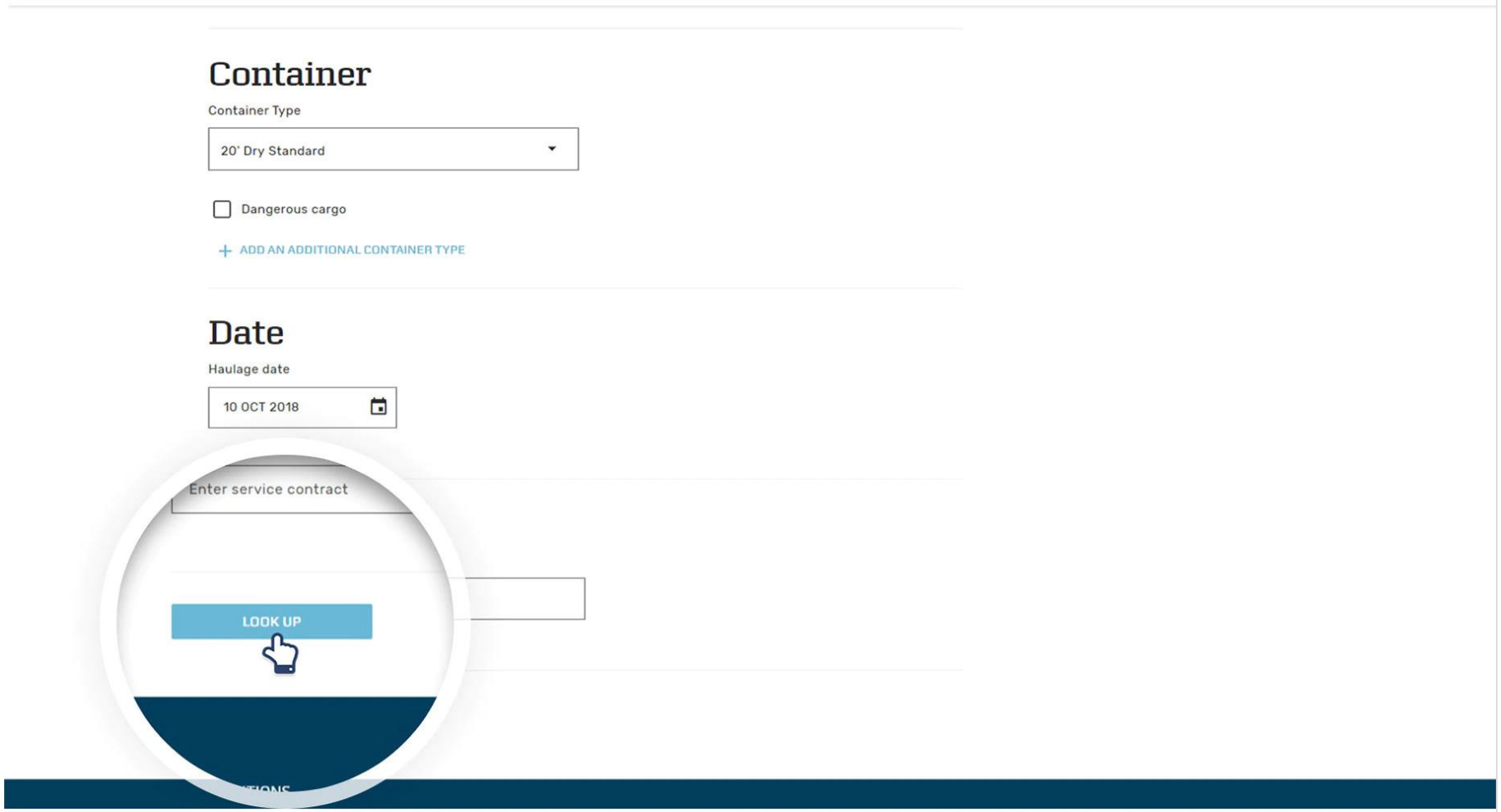
☐ Inland location is a container yard

Container

Container Type

20' Dry Standard

Fill in your inland haulage country, inland location, gateway port and select the check box if you know the inland location is a container yard.



Select your container and haulage date and enter a service contract number if available.

Submit the request online by clicking ***LOOK UP*** to get the inland service contract or tariff rates instantly.

Inland Rate Lookup

Your request

Direction	Inland location (From)	Inland location is a container yard	Gateway port (To)	Haulage date
Export	Munich (Bavaria), Germany	No	Bremerhaven (Bremen), Germany	10 OCT 2018

EDIT

Search results

DOWNLOAD (CSV) FILTER RESULTS

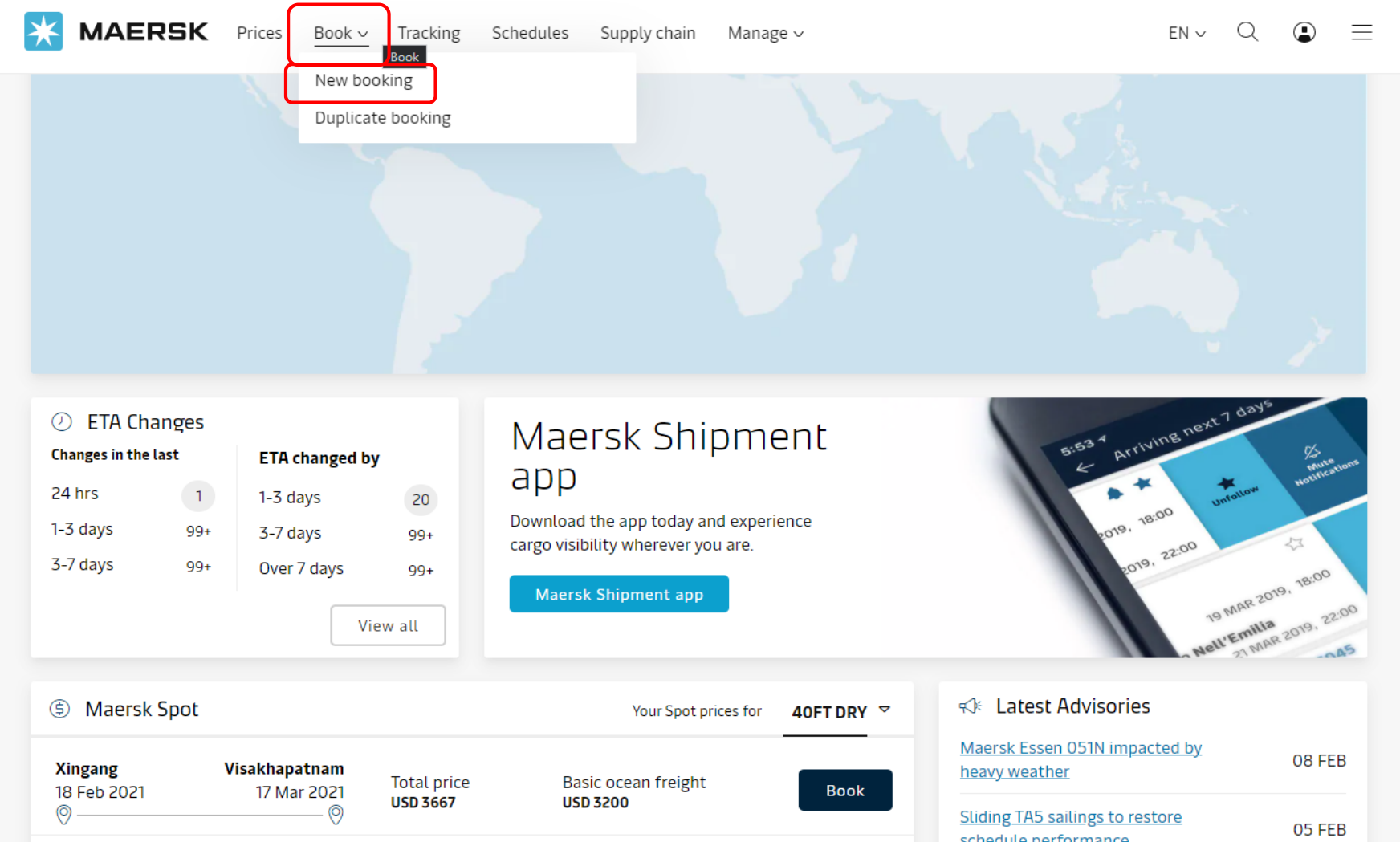
20' Dry Standard

Recommended product choice

Mode of transport	Commodity	Weight band	Haulage Price
Rail Combined	Dry cargo - Freight all kinds	0 - 14.5 TONS	EUR 440.00
		14.5 - 24 TONS	EUR 515.00
		24 - 25.5 TONS	EUR 640.00
		25.5 - 28.5 TONS	EUR 740.00

SHOW MORE

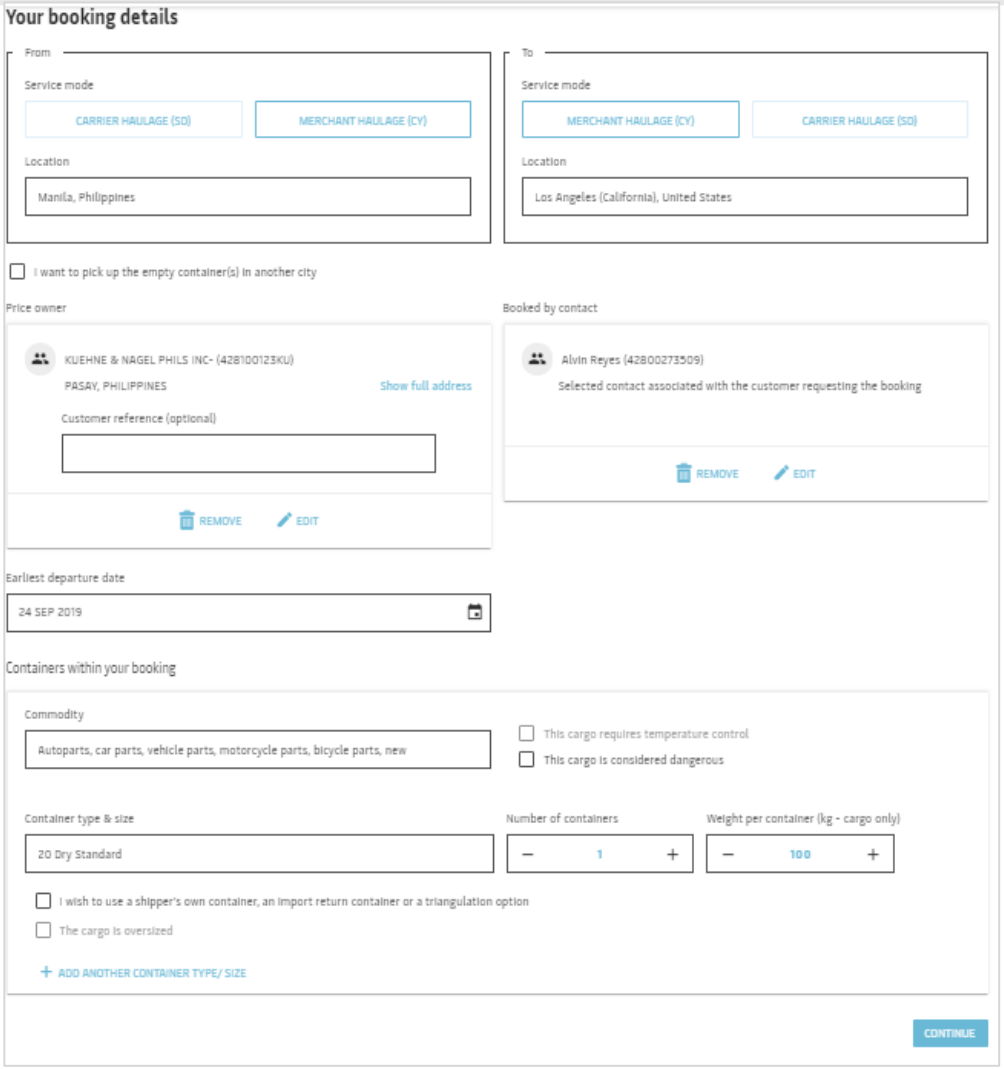
On the result page, you will find haulages and inland related charges on per container level.



Click ***BOOK*** in the top menu and select ***NEW BOOKING***.

E-Bookings and E-Booking amendments sent from 5:01pm to 7:59am, Booking confirmation will be sent until 10am the next business day

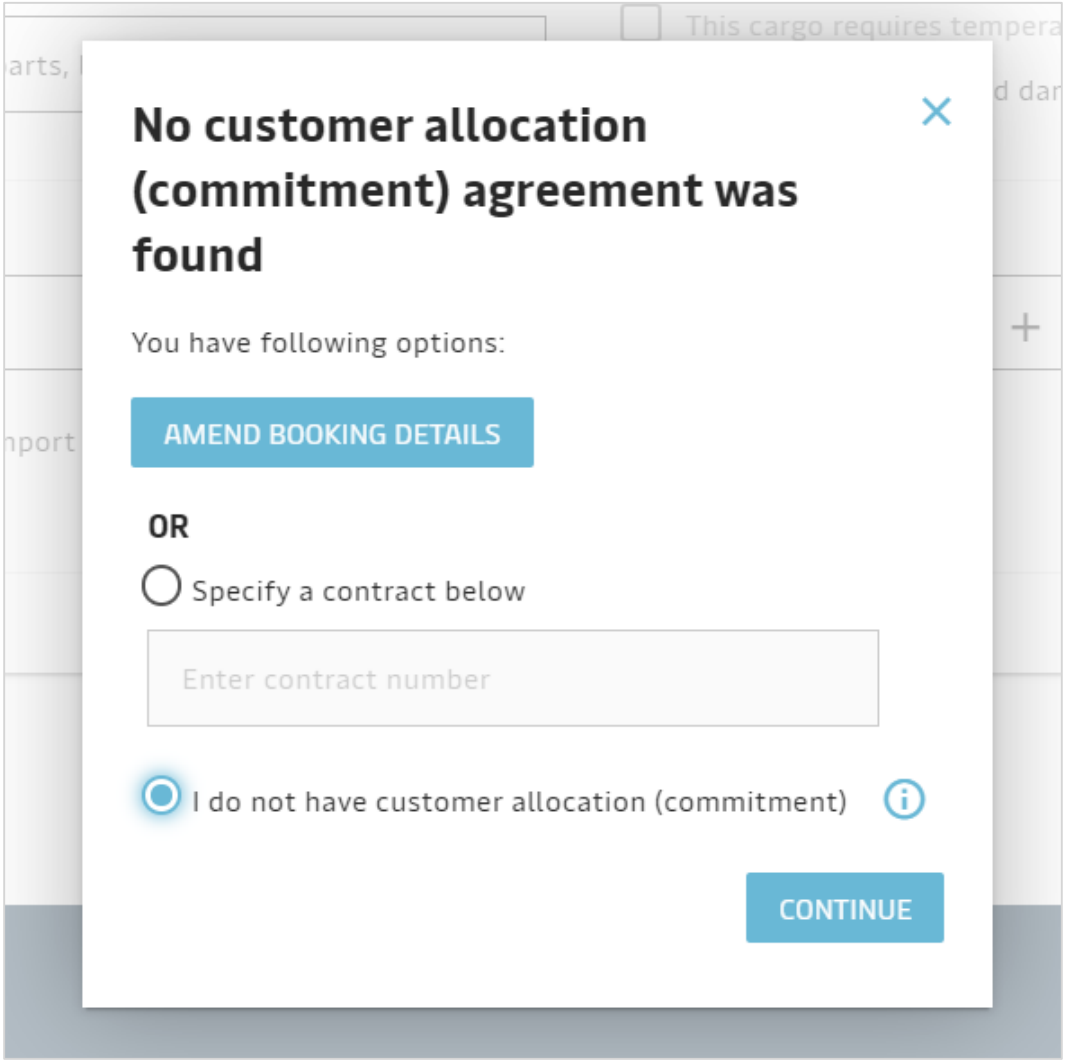
MAERSK



Fill in the online form and click ***CONTINUE***.

E-Bookings and E-Booking amendments sent from 5:01pm to 7:59am, Booking confirmation will be sent until 10am the next business day

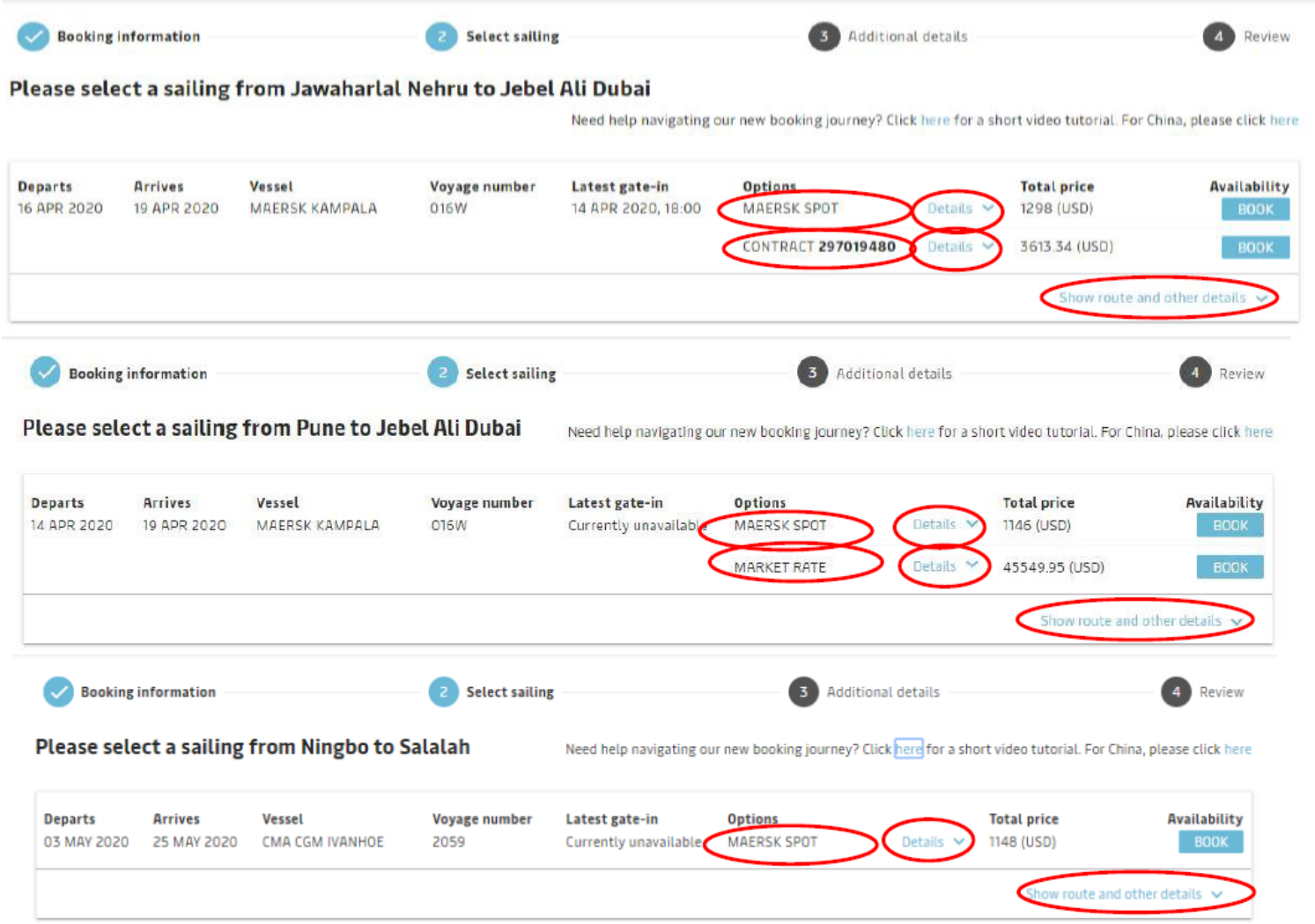
MAERSK



You'll get a pop up where you can select your contract, specify a contract or mark if you have a customer allocation (commitment). Select the desired option and then click ***CONTINUE***.

BOOKING CONFIRMATION in 2 WORKING HOURS FREE

E-Bookings and E-Booking amendments sent from 5:01pm to 7:59am, Booking confirmation will be sent until 10am the next business day



You can clearly see which is which & expand the details (red circle) to see the full price breakdown of each product, & also able to view the details which are common for SPOT, contract, market rate products such as route details and deadlines.

You can see the ***PRICING DETAILS*** and the deadlines based on the schedule that you selected.

SELECT the schedule that suits your requirement.

Booking information | Select sailing | 3 Additional details | 4 Review

Required details

These details are required to complete your booking

Need help navigating our new booking journey? Click here for a short video tutorial. For China, please click here

Container pick-up depot

PRLI CY One-Stop CY
P. Aquino St., Letre Road, Barangay
Manila, Philippines

Pick-up date

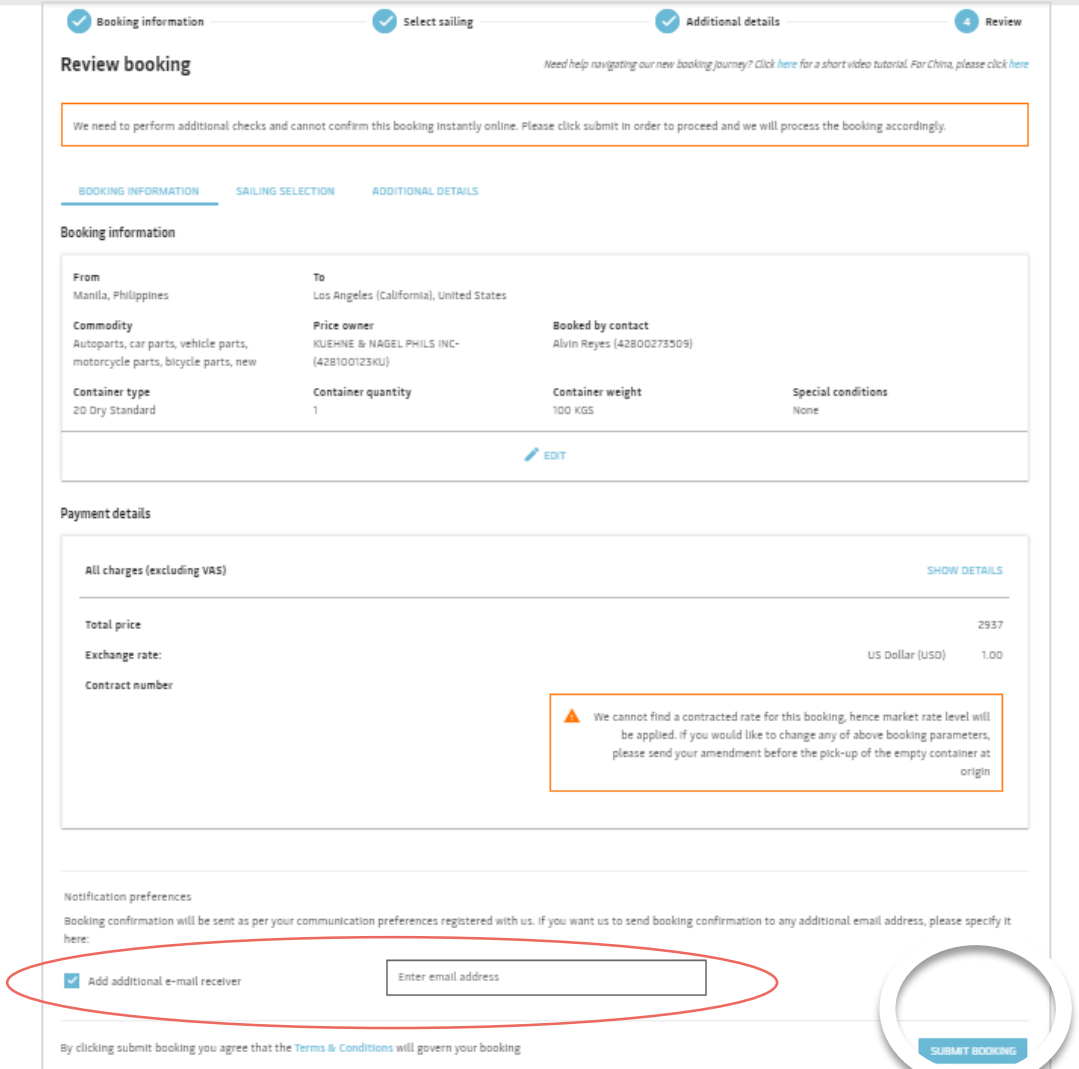
DD MMM YYYY

Haulage reference (optional)

0 / 500

Note that additional charges can incur if the container is picked up from a different location than the origin or the date selected exceeds the agreed free time or other standard deals. Please refer to your country's local webpage or contact customer service for details about the potential charge amount.

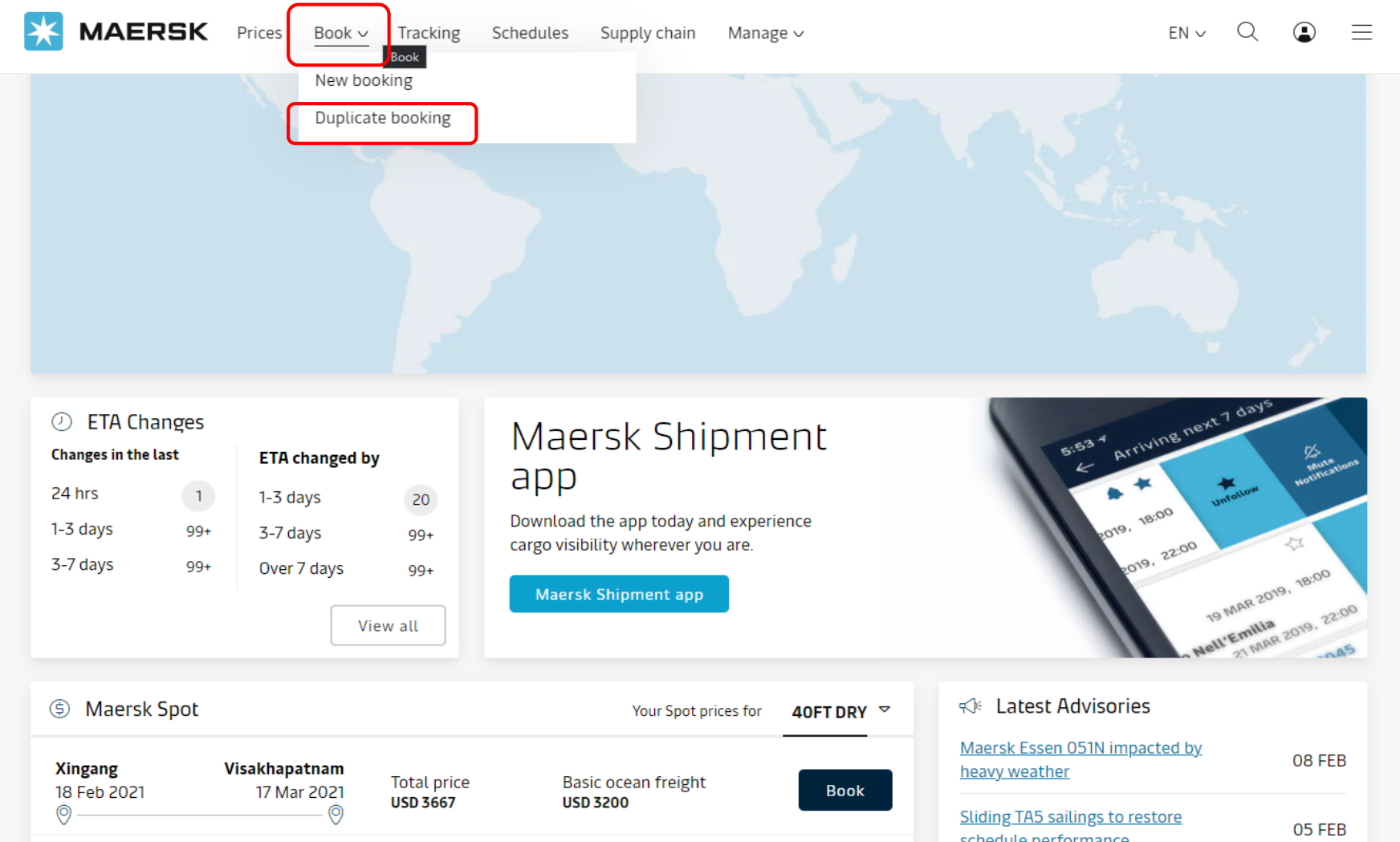
In this ADDITIONAL PAGE, fill out the information data, and you can add ***VAS (Value Added Service)***.



Review all the details again and then click ***SUBMIT BOOKING***.

You can "**Add additional e-mail receiver**" to put other email address to receive the booking confirmation.

MAERSK



Click ***BOOK*** in the top menu and select ***DUPLICATE BOOKING***.

MAERSK

Duplicate Shipment

Booked by George D. Laporte

Previously used origins

All locations
- Abu Dhabi, AE
- Algeciras, ES
- Antwerp, BE

Previously used destinations

All locations
- Alexandria, EG
- Algeciras, ES
- Ambarli Port Istanbul, TR

Previously used consignees

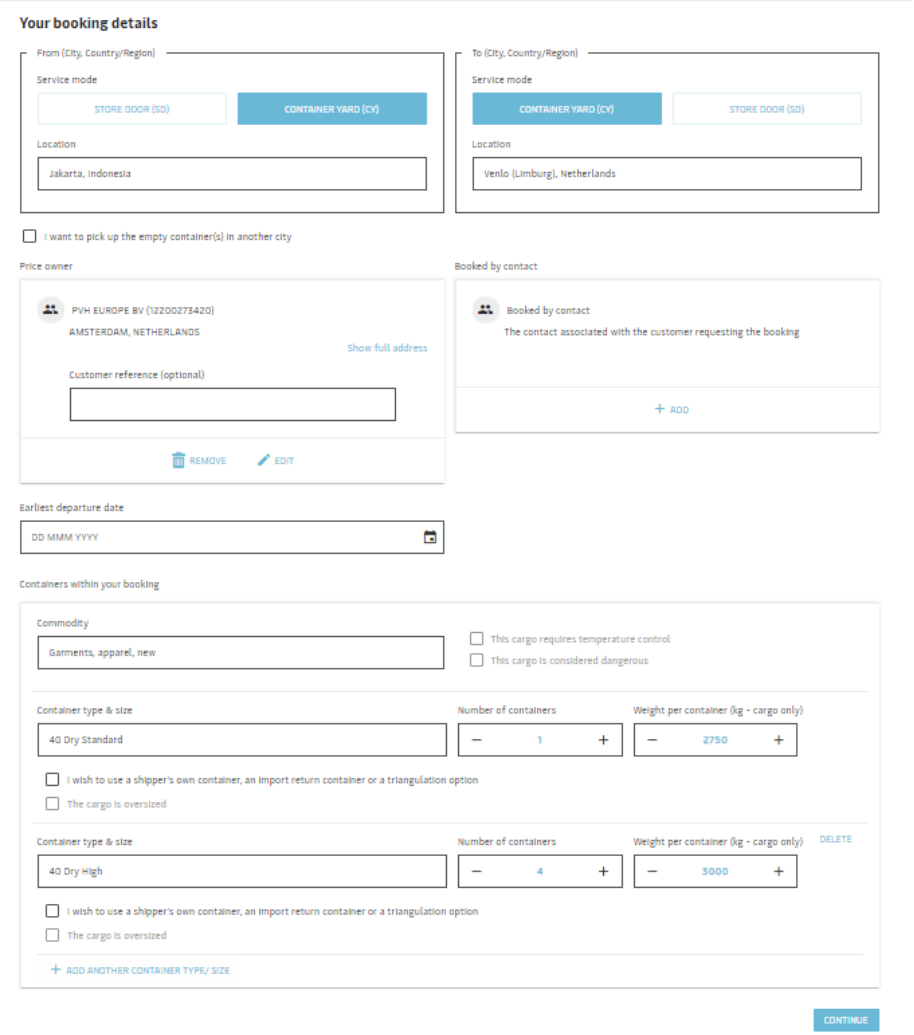
All consignees
- Dow Saudi Arabia Product Marketir
- Gcss Booked By
- Gcss Consignee

RESET FILTERS

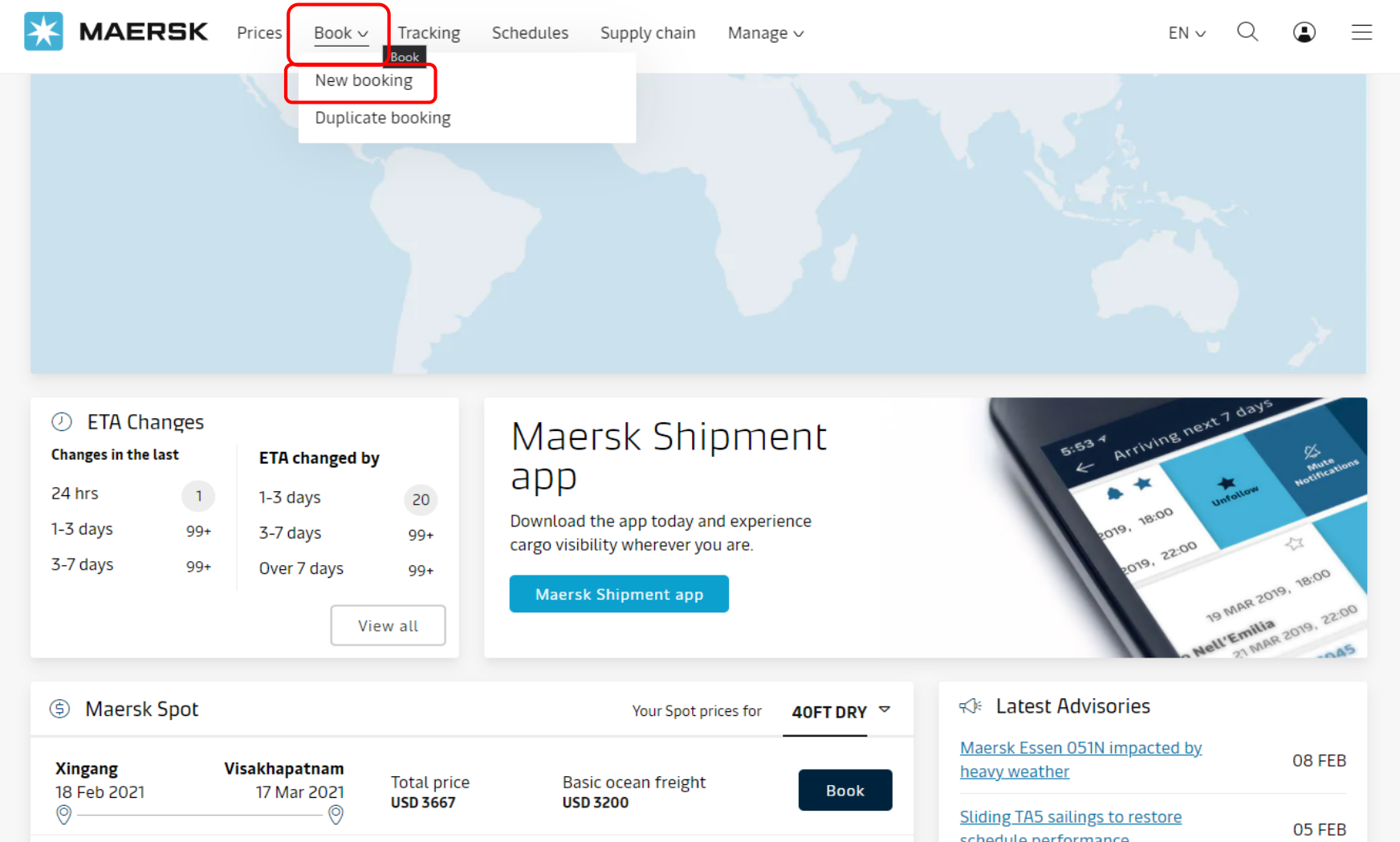
Origin	Destination	Containers	Consignee	
Bremerhaven, HB, DE	Hong Kong, HK	in1× 20ft Dry	Not Specified Yet	Duplicate
Shanghai, 31, CN	Rotterdam, ZH, NL	in1× 20ft Dry	Gcss Booked By	Duplicate
Shanghai, 31, CN	Rotterdam, ZH, NL	in1× 20ft Dry	Gcss Booked By	Duplicate
Sydney, NS, AU	Felixstowe, GB	in1× 20ft Dry	Not Specified Yet	Duplicate
Chengdu, 51, CN	Dekheila - Alexandria, EG	in3× containers	Not Specified Yet	Duplicate
Belawan, ID	Oakland, CA, US	in1× 40ft High Cube Dry	Not Specified Yet	Duplicate
Singapore, SG	Algeciras, ES	in1× 20ft Dry	Not Specified Yet	Duplicate
Bremerhaven, HB, DE	Shanghai, 31, CN	in1× 20ft Dry	Gcss Consignee	Duplicate
Jawaharlal Nehru, 27, IN	Salalah, OM	in1× 20ft Dry	Not Specified Yet	Duplicate
Laem Chabang, TH	Bremerhaven, HB, DE	in1× 20ft Dry	Not Specified Yet	Duplicate
Bremerhaven, HB, DE	Shanghai, 31, CN	in1× 20ft Dry	Gcss Consignee	Duplicate
Algeciras, ES	Bremerhaven, HB, DE	in5× 20ft Dry	Not Specified Yet	Duplicate
Yangon, MM	Bremerhaven, HB, DE	in1× 20ft Dry	Not Specified Yet	Duplicate
Yangon, MM	Bremerhaven, HB, DE	in1× 20ft Dry	Not Specified Yet	Duplicate
Ho Chi Minh City, 65, VN	Sydney, NS, AU	in1× 20ft Dry	Not Specified Yet	Duplicate
Itajai, SC, BR	Busan, KR	in1× 40ft Dry	Not Specified Yet	Duplicate

Scroll down the list of existing bookings to find the booking you want.

When you have found the booking you want, click Duplicate.



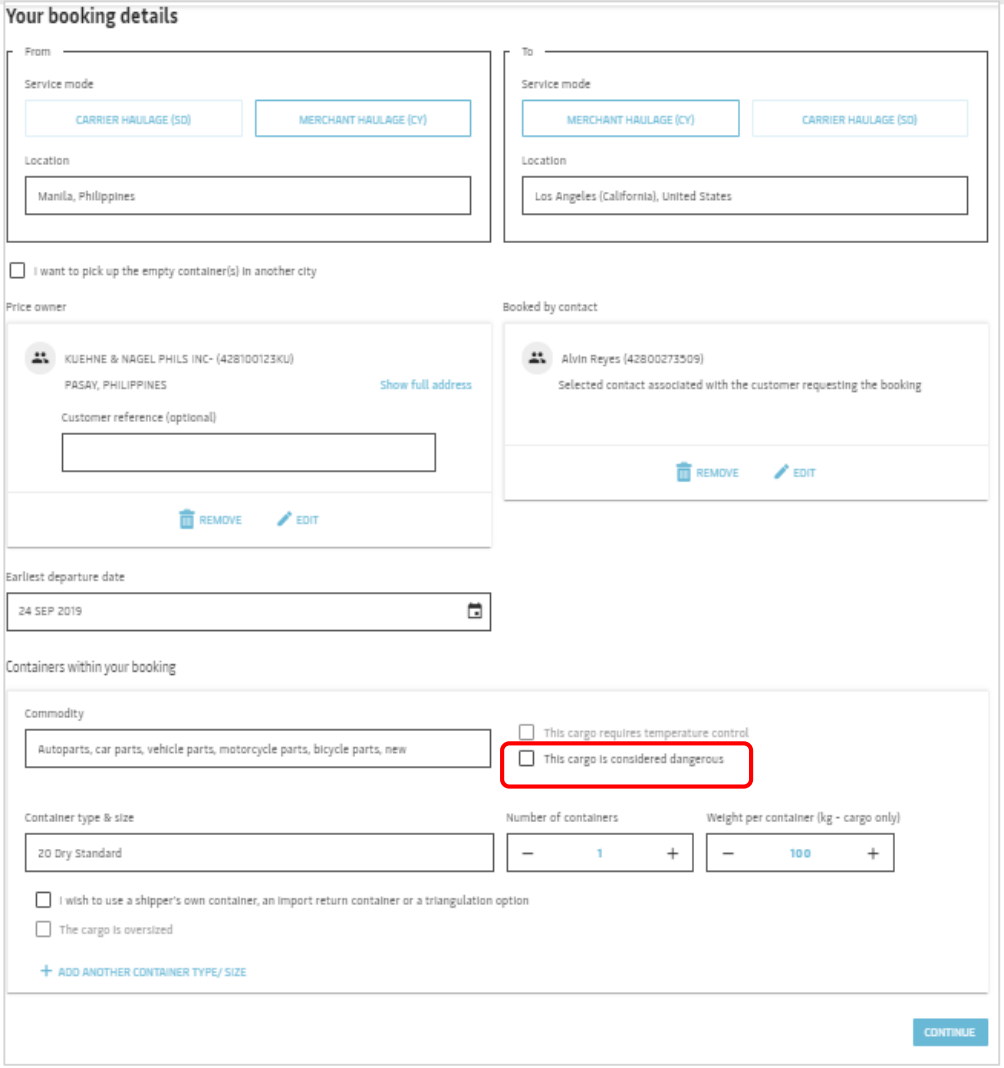
Check that the booking details & click ***CONTINUE*** to proceed further.



Click ***BOOK*** in the top menu and select ***NEW BOOKING***.

Submission MDGF deadline available in Indonesia Local Info *click tab* ***Document Submission Deadline – (SI, VGM, Charcoal, DG)***

MAERSK

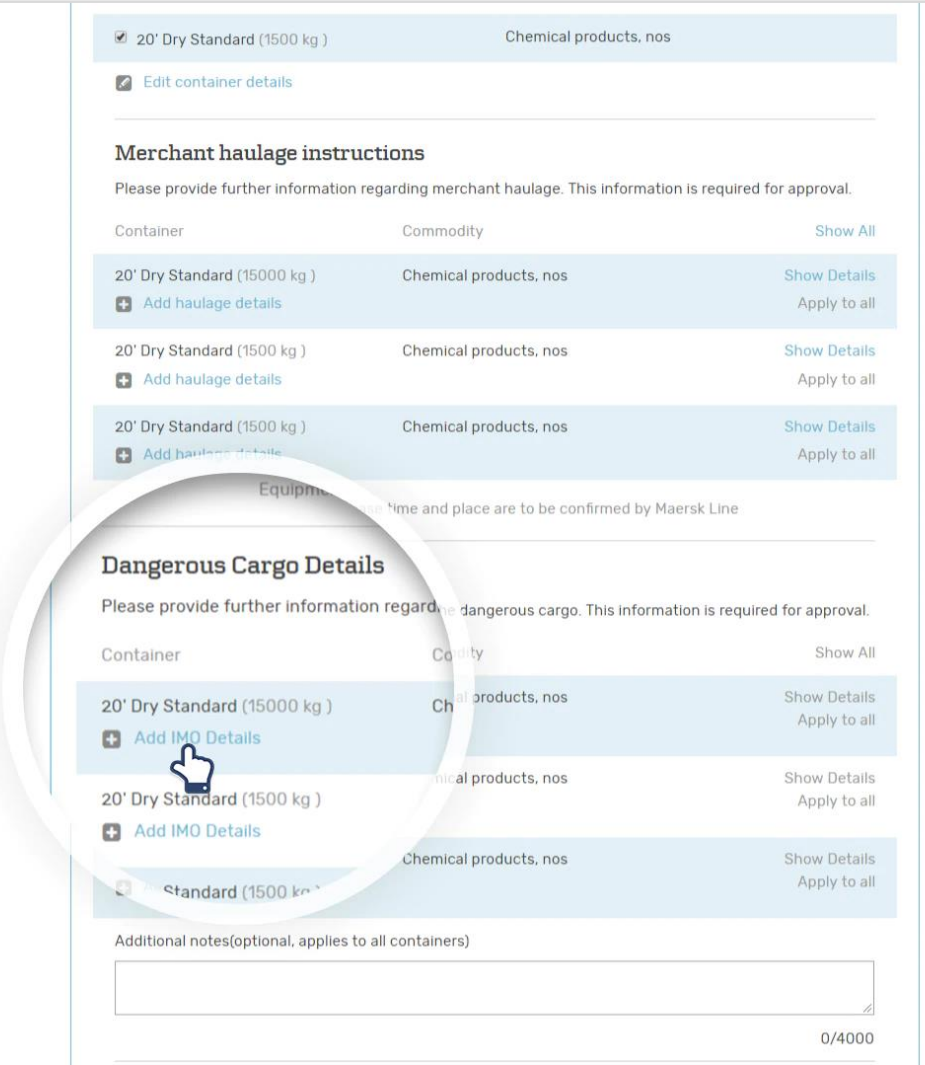


On page one of the booking form,
check the box "**The cargo is considered dangerous**".

Complete all other required information in the form and click ***CONTINUE***.

Submission MDGF (Multimodal Dangerous Good Form) deadline
https://maersk.com/local-information/indonesia/export *click tab* ***Procedure***

MAERSK

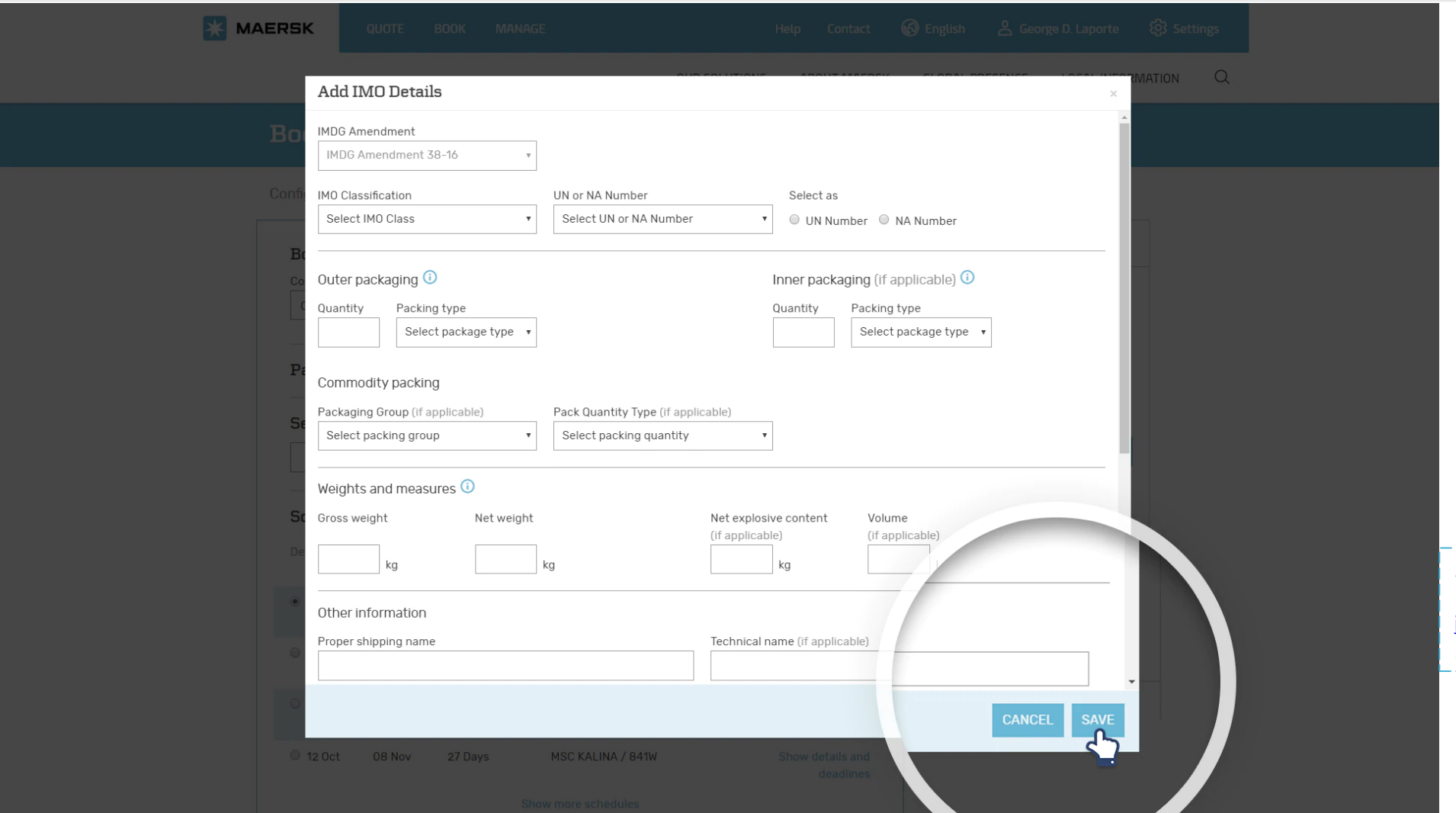


Click on "add IMO details" for the container.

It is possible to add different IMO/UN details into the container.

Submission MDGF (Multimodal Dangerous Good Form) deadline https://maersk.com/local-information/indonesia/export *click tab* ***Procedure***

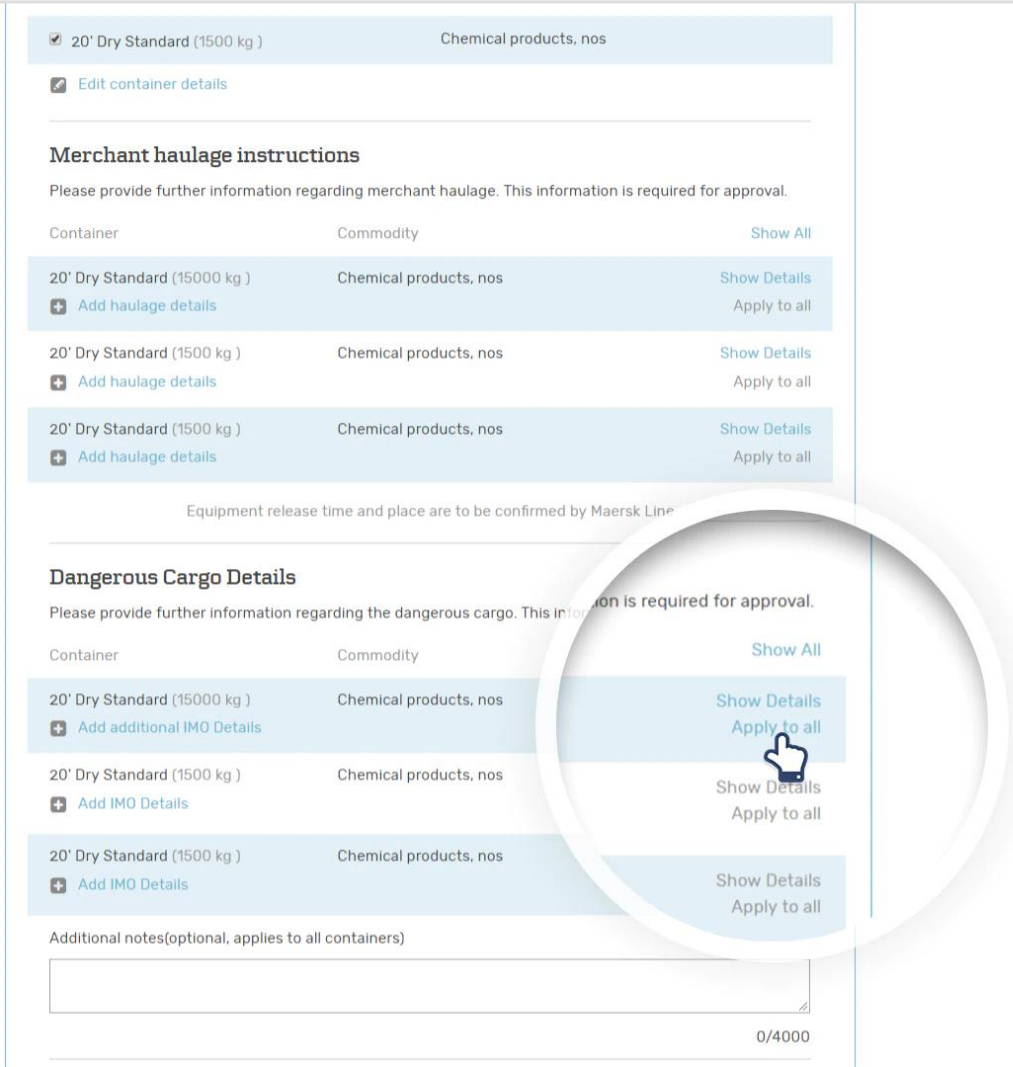
MAERSK



Input the required IMO/UNI details and click ***SAVE.***

Submission MDGF (Multimodal Dangerous Good Form) deadline https://maersk.com/local-information/indonesia/export *click tab* ***Procedure***

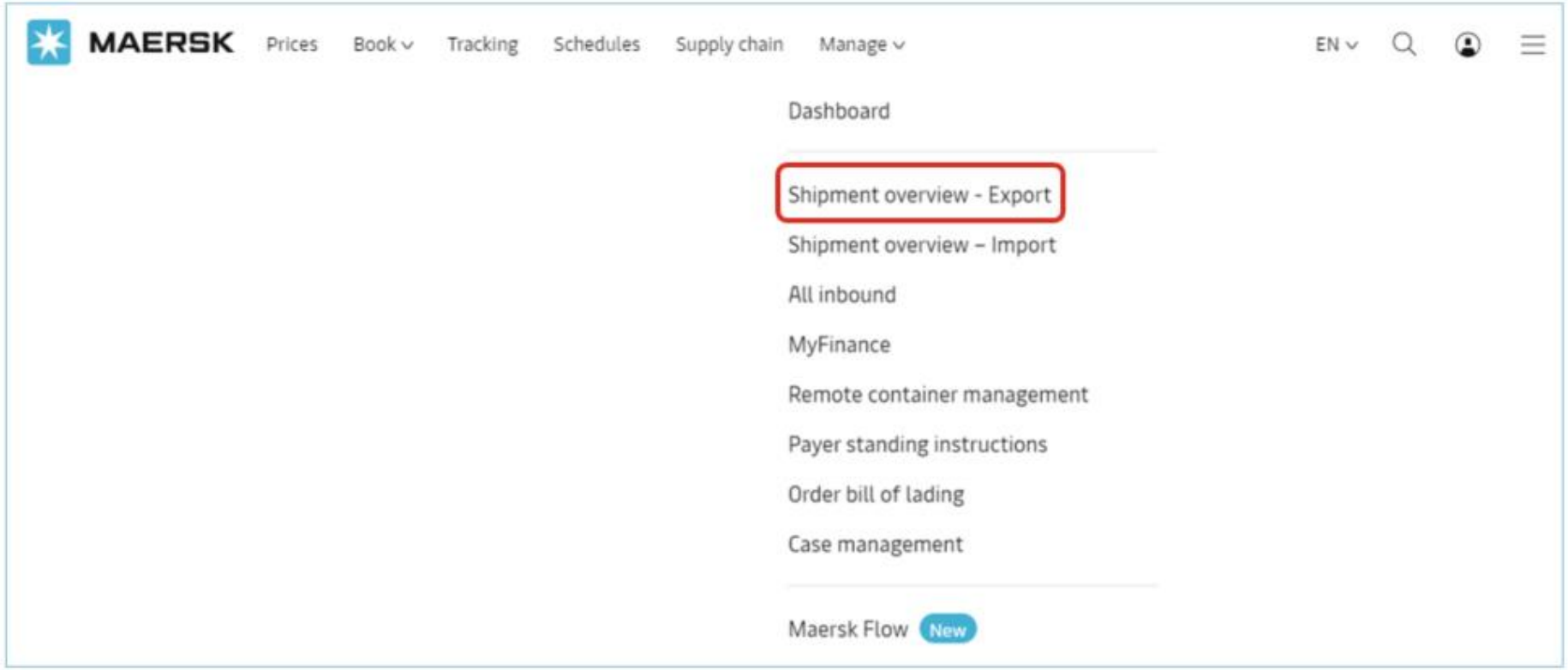
MAERSK



After you have updated the IMO/UN details, it is easy to copy the same details into all containers on the booking.

Submission MDGF (Multimodal Dangerous Good Form) deadline https://maersk.com/local-information/indonesia/export *click tab* ***Procedure***

MAERSK



Click on ***MANAGE*** in the top menu and select *Shipment Overview - Export* to track shipments or to search for a shipment.

E-Bookings and E-Booking amendments sent from 5:01pm to 7:59am, Booking confirmation will be sent until 10am the next business day

Shipment Overview - Export

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

Shipment, B/L, Container no. SEARCH

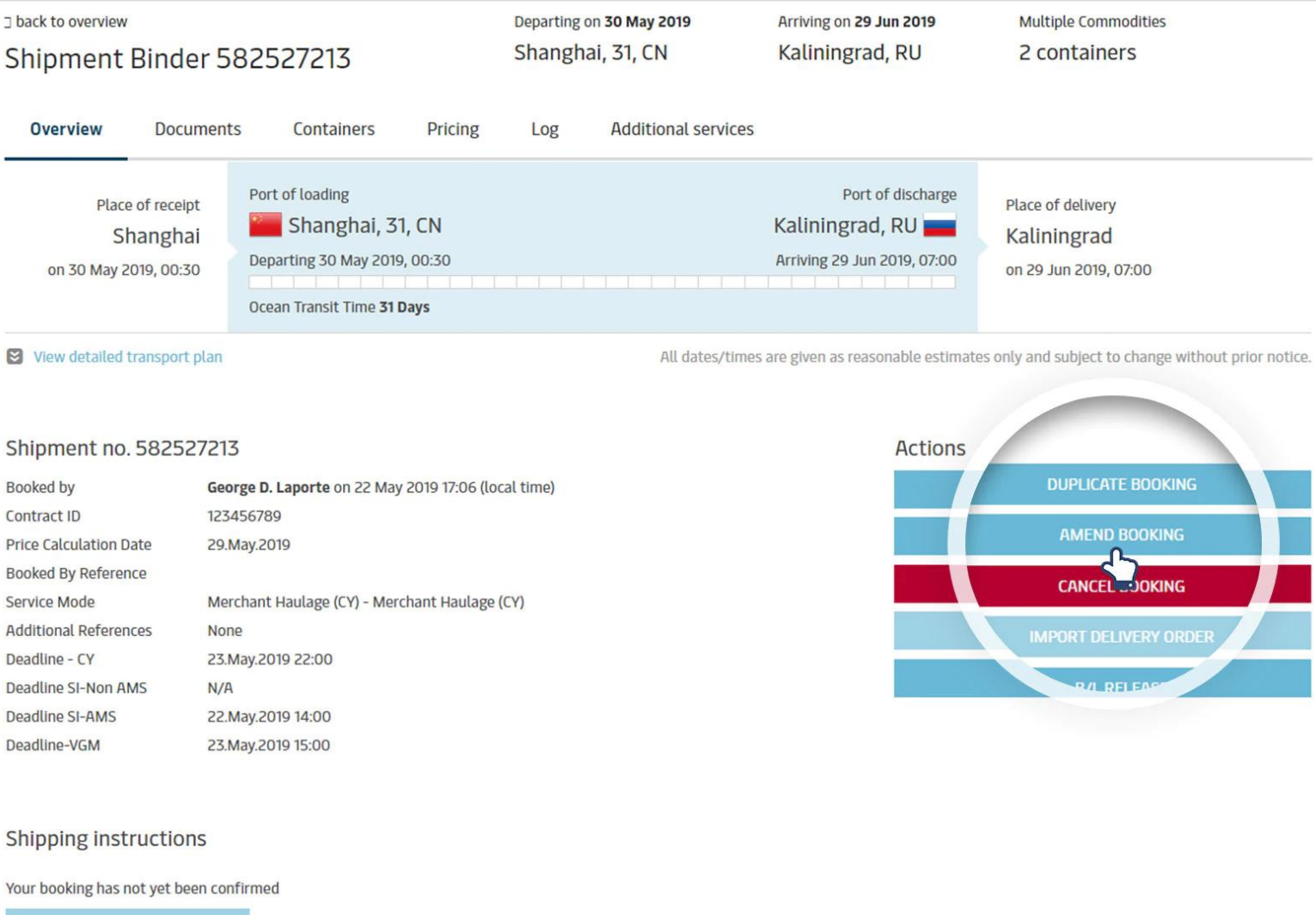
Confirmed SAVED FILTERS SHOW ADVANCED OPTIONS

Shipment no.	From	To	Vessel	Booked By Ref	Cargo
968799944	Xingang, 12, CN On May 04 departing from Xingang, 12, ...	Chornomorsk, UA On Jun 18 arriving at Chornomorsk, UA	MAERSK YAMUNA Flag: SG, Built: 2004		Autoparts, car parts, vehicle parts... in1× 20ft Dry
968799971	Xingang, 12, CN On May 04 departing from Xingang, 12, ...	Chornomorsk, UA On Jun 18 arriving at Chornomorsk, UA	MAERSK YAMUNA Flag: SG, Built: 2004		Autoparts, car parts, vehicle parts... in3× containers
968825049	Xingang, 12, CN On May 04 departing from Xingang, 12, ...	Chornomorsk, UA On Jun 18 arriving at Chornomorsk, UA	MAERSK YAMUNA Flag: SG, Built: 2004		Leather accessories in1× 40ft High Cube Dry
968856655	Xingang, 12, CN On May 11 departing from Xingang, 12, CN	Chornomorsk, UA On Jun 25 arriving at Chornomorsk, UA	MAERSK YANGTZE Flag: PT, Built: 2003		Furniture, nos in1× 40ft High Cube Dry
968856670	Xingang, 12, CN May 11 departing from Xingang, 12, CN	Chornomorsk, UA On Jun 25 arriving at Chornomorsk, UA	MAERSK YANGTZE Flag: PT, Built: 2003		Furniture, nos in1× 40ft High Cube Dry
582527213	Shanghai, 31, CN May 29 departing from Shanghai, 31,...	Kaliningrad, RU On Jun 29 arriving at Kaliningrad, RU	MAGLEBY MAERSK Flag: DK, Built: 2014		Multiple commodities in2× containers

6 shipments in total

When you have found the relevant shipment, click it to access the Shipment Binder.

E-Bookings and E-Booking amendments sent from 5:01pm to 7:59am, Booking confirmation will be sent until 10am the next business day



Click ***AMEND BOOKING*** and enter the amendment details.

E-Bookings and E-Booking amendments sent from 5:01pm to 7:59am, Booking confirmation will be sent until 10am the next business day

MAERSK

Amendment Request 592605775

Configure your amendment details below

Booking Details

Contact person: Darathun Damanhuri

Booked By Reference (Optional): PO number, order number etc.

Send a copy of the amendments to below email: Diana.Christina@maersk.com

Parties

Show Party Details

Service Contract Number (Optional)

297924344

Schedule

Departure	Arrival	Ocean Transit Time	Vessel / Voyage	
16 Mar	13 Apr	28 Days	MAERSK YAMUNA / 011N	Show details and deadlines
23 Mar	20 Apr	28 Days	TINA I / 012N	Show details and deadlines
30 Mar	27 Apr	28 Days	CONTI CANBERRA / 013N	Show details and deadlines
06 Apr	04 May	28 Days	GSL VINIA / 014N	Show details and deadlines

Show more schedules

Container Details

Show Container Details

Merchant haulage instructions

Please provide further information regarding merchant haulage. This information is required for approval.

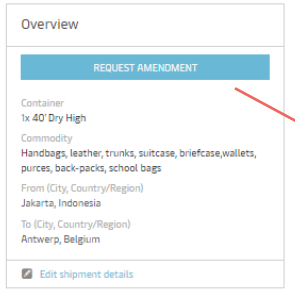
Container	Commodity	
40' Dry High (4000 kg) Edit haulage details	Handbags, leather, trunks, suitcase, briefcase, wallets, purces, back-packs, school bags	Show Details

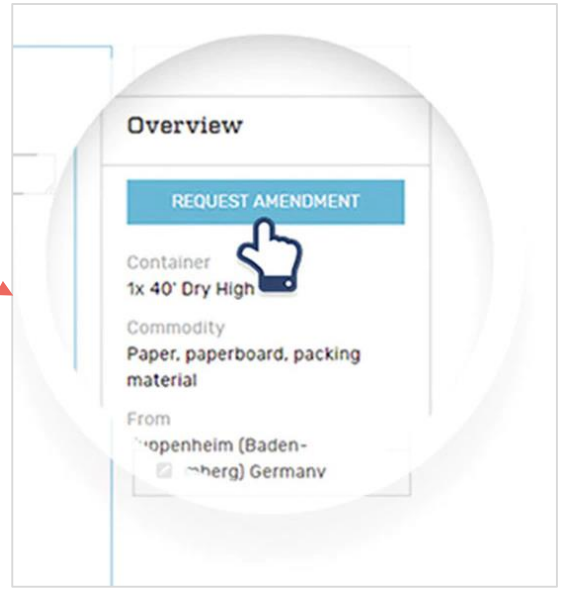
Equipment release time and place are to be confirmed by Maersk

Additional References

For amendment of Additional References section please use the Additional Comments field.

Additional Comments

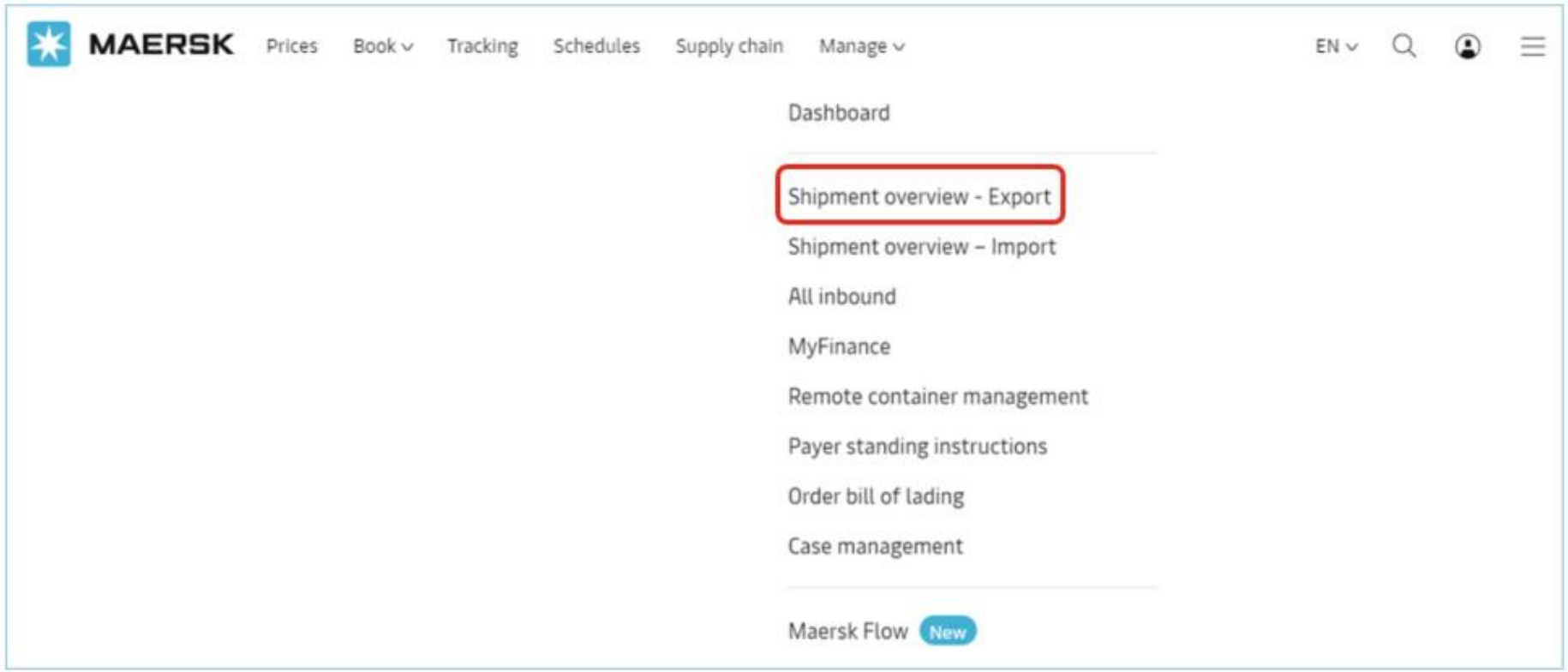




Click ***REQUEST AMENDMENT***.

E-Bookings and E-Booking amendments sent from 5:01pm to 7:59am, Booking confirmation will be sent until 10am the next business day

MAERSK



Click on ***MANAGE*** in the top menu and select ***Shipment Overview - Export*** to track shipments or to search for a shipment.

Shipment Overview - Export

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

Shipment, B/L, Container no. | SEARCH | Confirmed | SAVED FILTERS | SHOW ADVANCED OPTIONS

Shipment no.	From	To	Vessel	Booked By Ref	Cargo
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582527213	Shanghai, 31, CN May 29 departing from Shanghai, 31,...	Kaliningrad, RU On Jun 29 arriving at Kaliningrad, RU	MAGLEBY MAERSK Flag: DK, Built: 2014		Multiple commodities in2× containers

6 shipments in total

SOLUTIONS
Shipping and cargo services

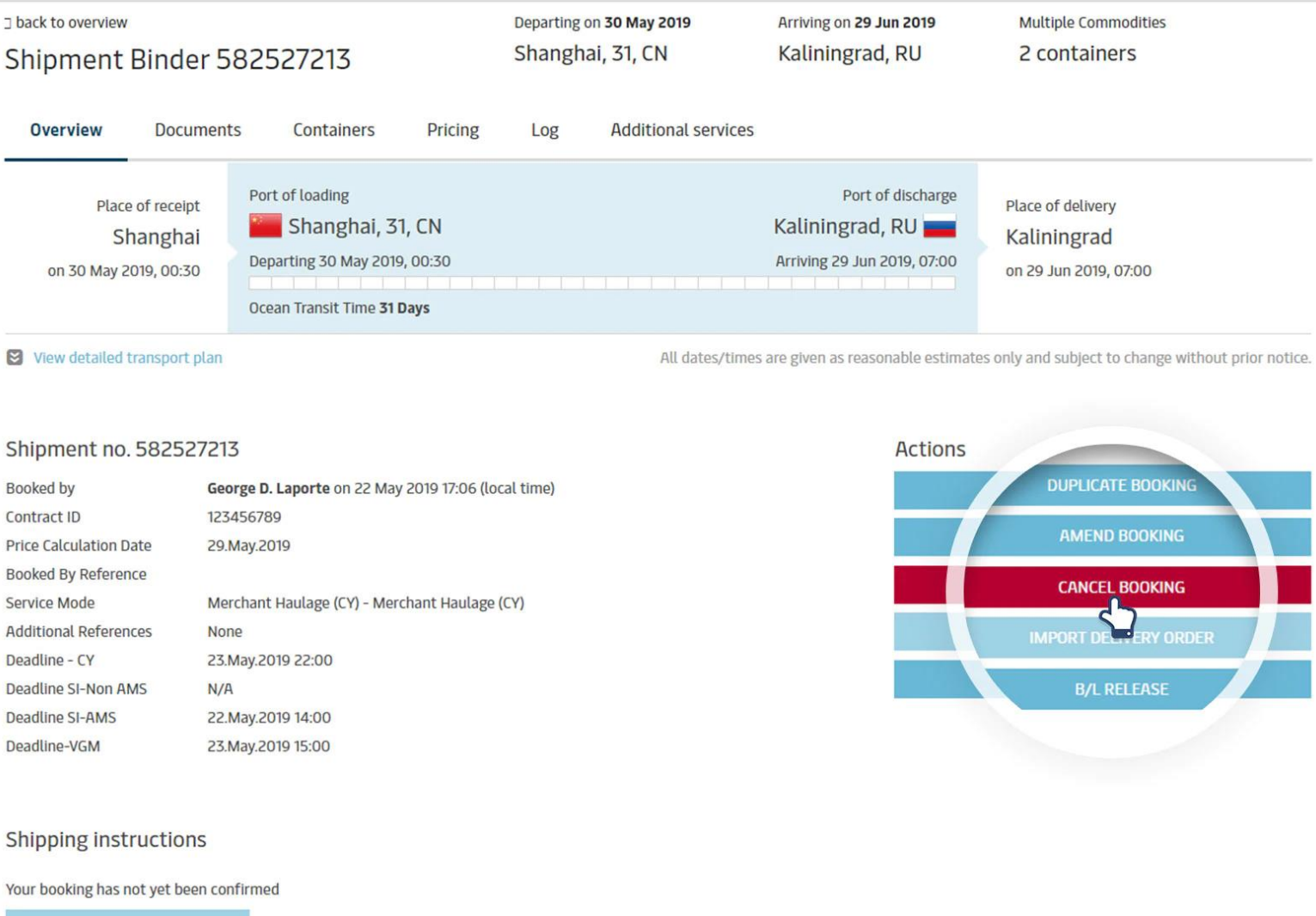
SCHEDULES
Point to point

GLOBAL PRESENCE
Africa

Local information

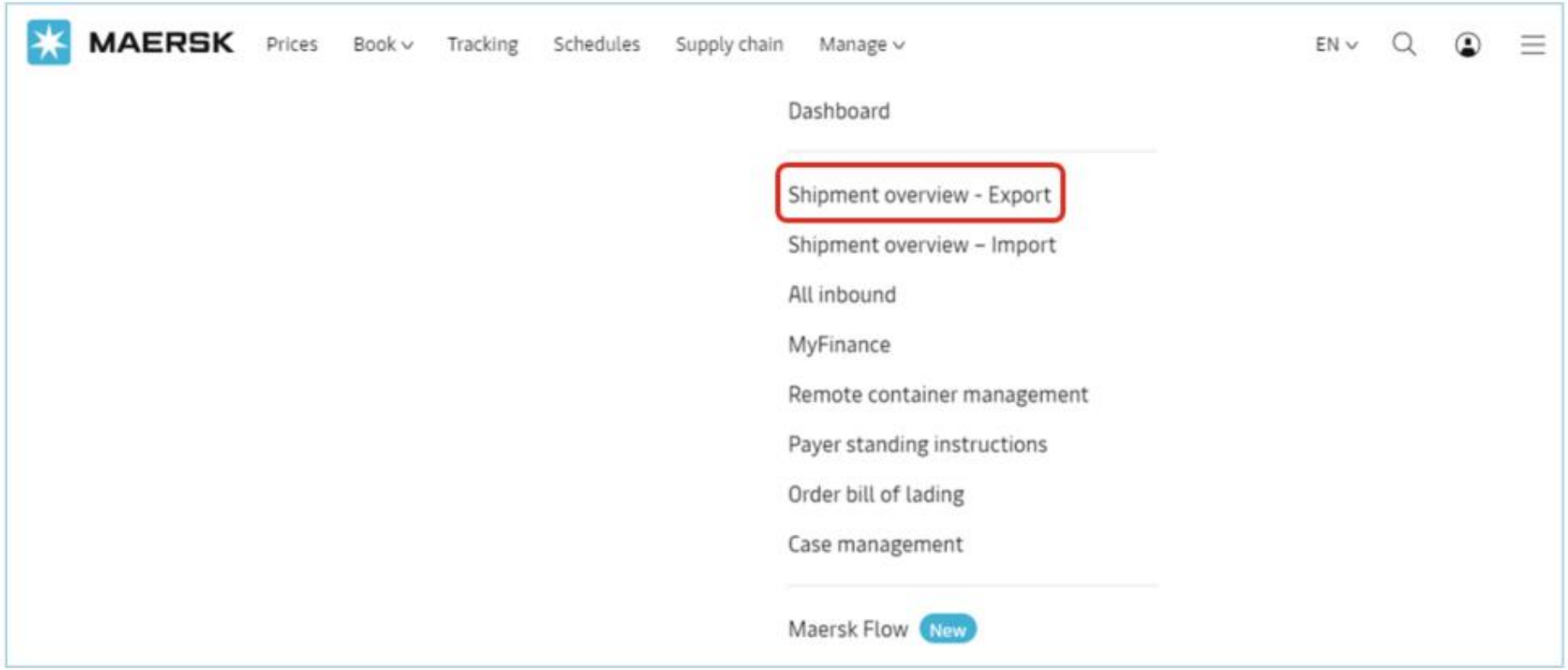
When you have found the relevant shipment, **click on it** to access the Shipment Binder.

MAERSK



Click on ***CANCEL BOOKING***.

MAERSK



Click ***MANAGE*** in the top menu and select **Shipment Overview – Export** in the list.

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PRE BOOK | QUOTE | BOOKING | **MANAGE** | MY FINANCE | HELP

MAERSK

SHIPMENT 1 2

SHIPMENT OVERVIEW | SHIPMENT BINDER | SUBMIT SI | RE-SUBMIT SI | APPROVE OR AMEND | SUBMIT VGM

ACCOUNT SETTINGS | NOTIFICATION | TRACKING | PRINT FINAL TANSPORT DOC

Shipment Overview - Export

ALL | PENDING TASKS | AWAITING MAERSK LINE | ETA CHANGES | EXPORT CUSTOMS

Shipment, B/L, Container no. | SEARCH | Confirmed | SAVED FILTERS | SHOW ADVANCED OPTIONS

Shipment no.	From	To	Vessel	Cargo
577866808	Itajai, SC, BR On Aug 18 departing from Itajai...	Busan, KR On Sep 29 arriving at Busan, KR	PENDING MOTHER VSL Built: 1993	Coffee, non-roasted, non-frozen in1× 40ft Dry
578136111	Jawaharlal Nehru, 27, IN On Aug 30 departing from Jaw...	Salalah, OM On Sep 06 arriving at Salalah, O...	MAERSK KLAIPEDA Flag: HK, Built: 2001	Cotton, textiles in1× 20ft Dry
578147879	Bremerhaven, HB, DE On Sep 02 departing from Bre...	Shanghai, 31, CN On Oct 03 arriving at Shanghai,...	MARIBO MAERSK Flag: DK, Built: 2014	Garments, apparel, new in1× 20ft Dry
577965441	Yangon, MM On Sep 05 departing from Yang...	Bremerhaven, HB, DE On Oct 06 arriving at Bremerha...	MCC KYOTO Flag: LR, Built: 2008	Cotton, textiles in1× 20ft Dry

4 shipments in total

OUR SOLUTIONS
- Supply Chain Design
- Shipping and Cargo Services
- Freight Forwarding Services

ABOUT MAERSK
- Core Values
- Our History
- Executive Board
- Digital Innovation
- Sustainability
- Donations
- Tax principles

GLOBAL PRESENCE
- Africa
- Americas
- Asia
- Europe
- Oceania

- Local Information
- News and advisories
- Glossaries
- Careers
- Press
- Investors
- Procurement
- Whistleblower
- Used Container Sales
- Terms and conditions
- Privacy and cookie policy

Now you can select:

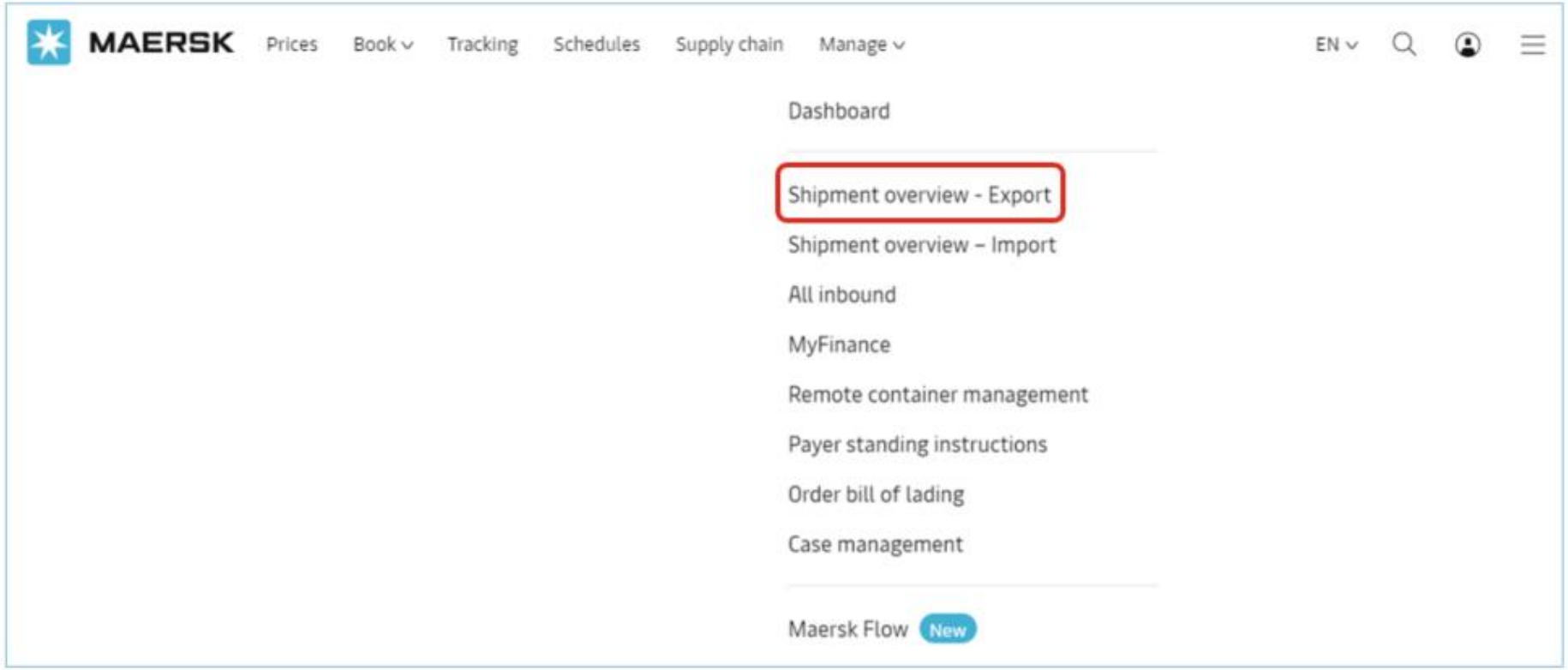
- **Search** – to search for a specific shipment
- **Filter** – to filter the overview
- **Shipment no.** – to view the shipment details
- **Pending Tasks** – to get an overview of the pre-shipment tasks you need to complete
- **Awaiting Maersk** – to see an overview of the tasks awaiting completion by us
- **ETA Changes** – to view schedule changes and new schedule updates

MAERSK

The Shipment Binder contains all the information you need about a shipment, including any tasks that still need to be completed. If you want to take any actions on a shipment – such as change the shipment details or submit or amend the Shipping Instruction or VGM (Verified Gross Mass) – this is the place to do it.

- Information in the Shipment Binder includes:
- A transport plan, with ports, vessels, arrival/departure times, etc.
- Tracking information for individual containers
- A link to all documents, including the Bill of Lading and Arrival Notice
- A log of all interactions related to the shipment

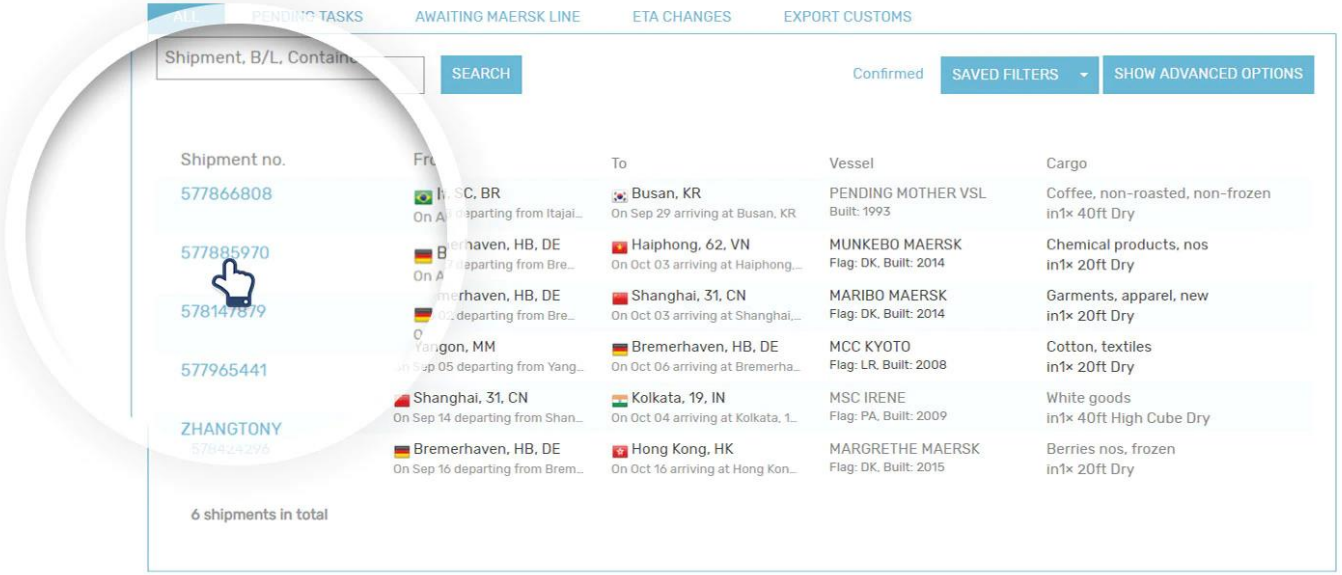
All information in the Shipment Binder reflects the information in our systems and is fully up to date.



Click ***MANAGE*** and select **Shipment Overview** or use Track shipments to search for a shipment.

When you have found the relevant shipment, click on it to access the Shipment Binder.

Shipment Overview - Export



Now you can select:

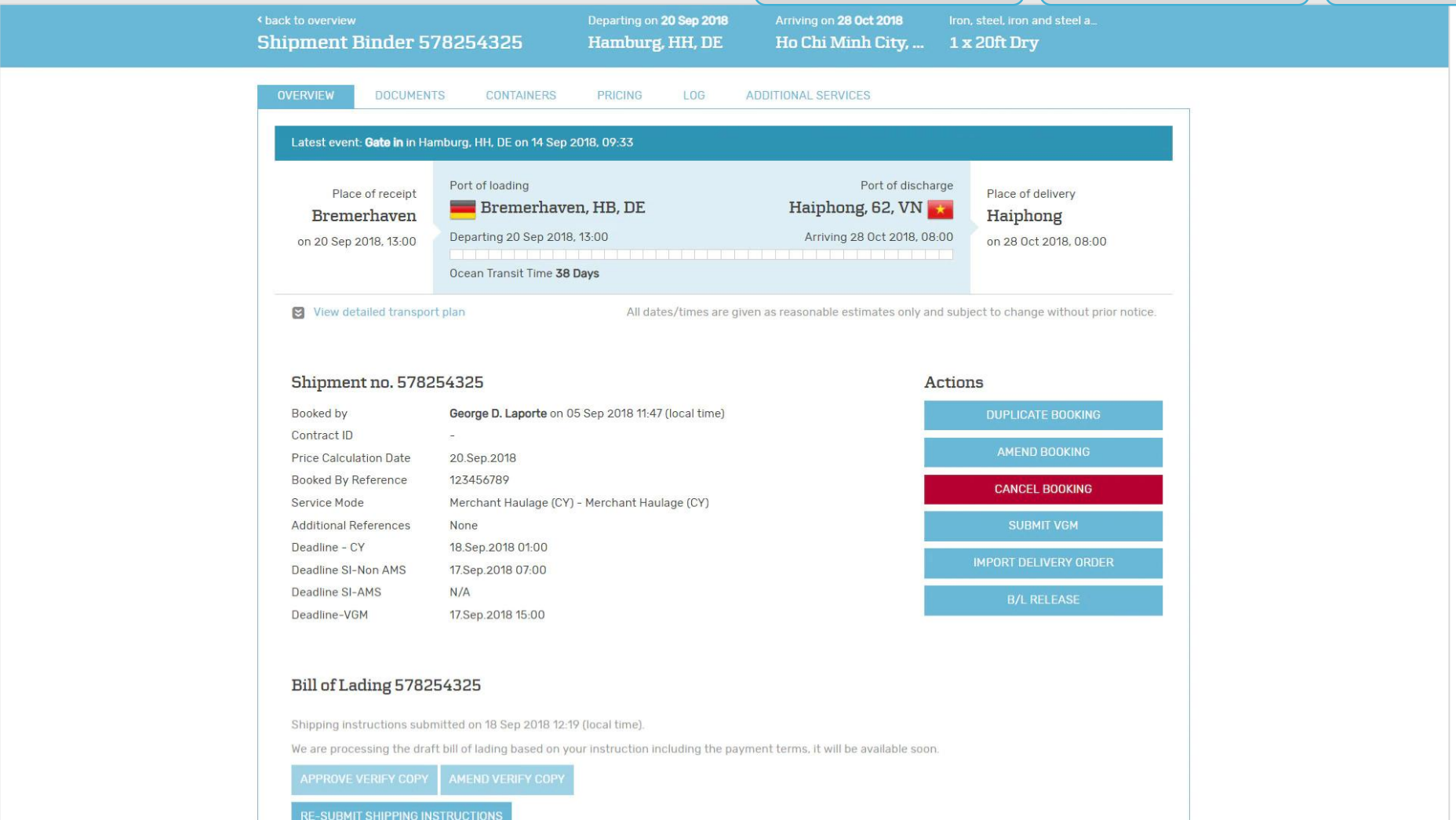
- **Overview** – to see an overview of the shipments details
- **Documents** – to see the shipment documentation
- **Containers** – to see an overview of the containers within a shipment
- **Pricing** – to see prices and payment information
- **Log** – to see a list of actions taken regarding the shipment
- **Additional Services** - to see a list of Value Added Services that are available

MAERSK.COM

PRE BOOK | QUOTE | BOOKING | MANAGE | MY FINANCE | HELP

SHIPMENT 1 2 3

SHIPMENT OVERVIEW | **SHIPMENT BINDER** | SUBMIT SI | RE-SUBMIT SI | APPROVE OR AMEND | SUBMIT VGM | ACCOUNT SETTINGS | NOTIFICATION | TRACKING | PRINT FINAL TANSPORT DOC



To make amendments to the booking or submit documents, select the Overview tab. From here you can:

- Amend your booking/shipment details
- Cancel bookings
- Submit documents, including the Verified Gross Mass (VGM)
- Duplicate an existing booking
- Import delivery orders

MAERSK

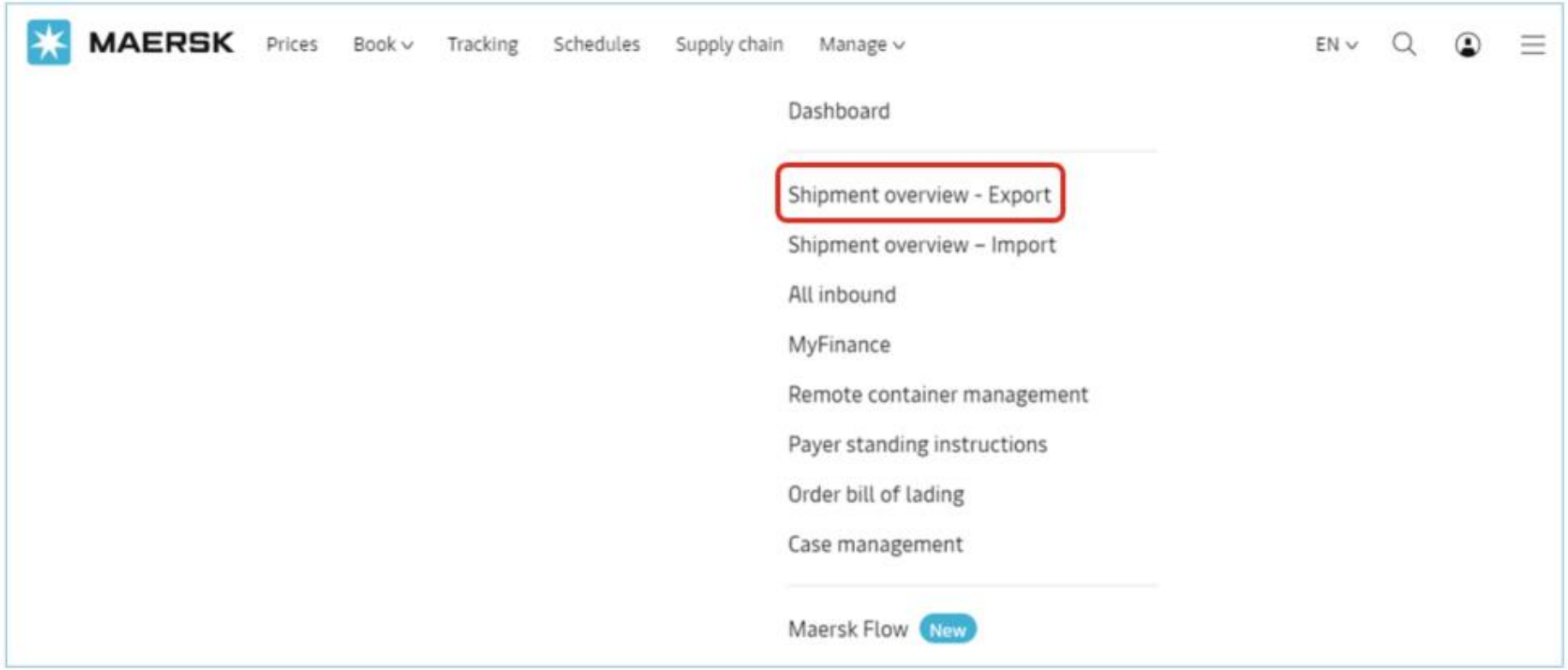
In order to load your container(s), we need information about the shipper/consignee and the cargo. All this should be provided in the Shipping Instruction. (Container stuffing details can be uploaded via an Excel file.) You can see the deadlines for submitting Shipping Instructions in the Overview and Binder tabs.

If your shipment was created as a duplicate of a previous shipment, all of the details will be copied into the Shipping Instruction.

*Get you Verify Copy within **8 working hours** via website*

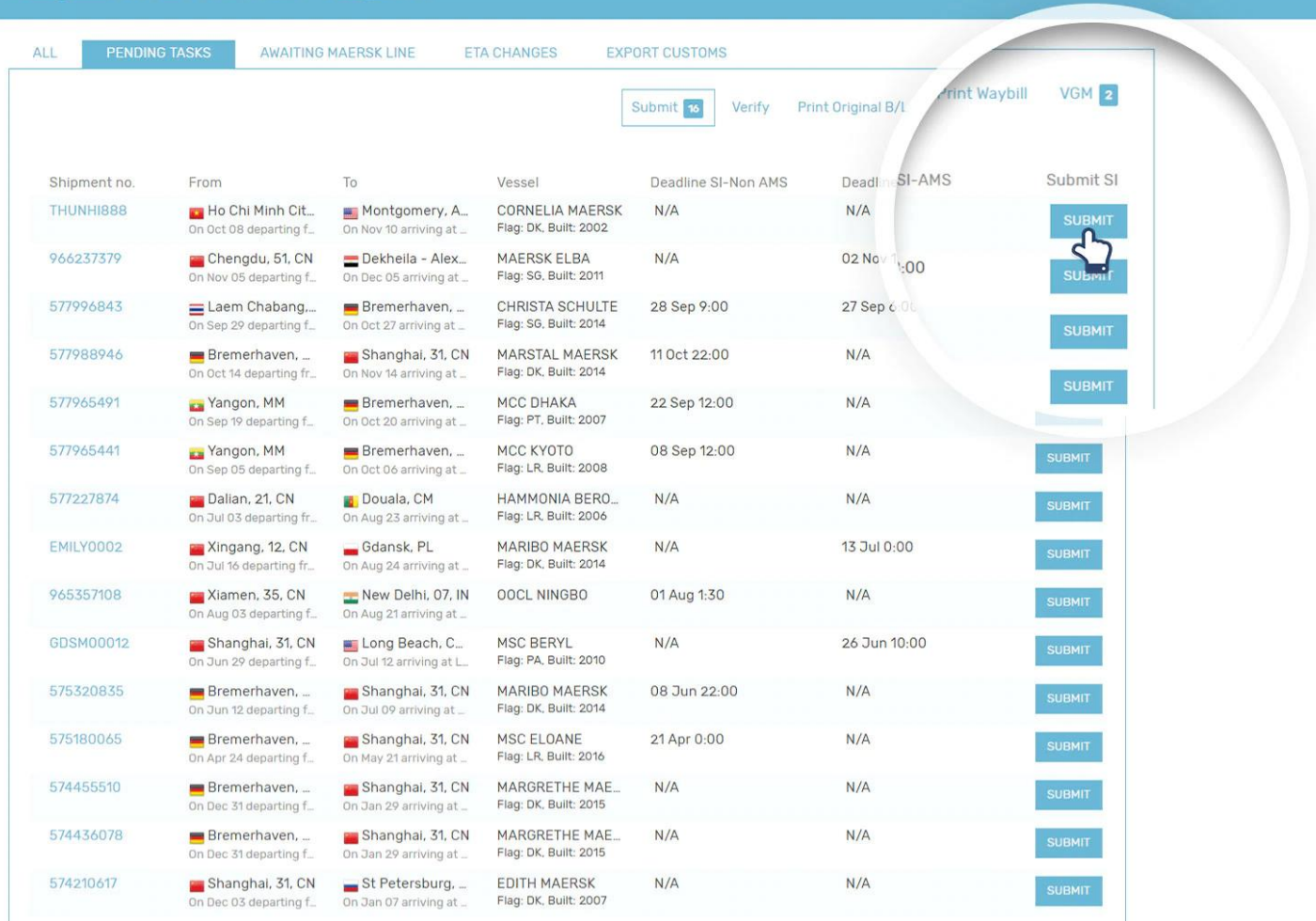
FREE

***SI submission Deadline** in here*



:lick ***MANAGE*** in the top menu and
elect **Shipment Overview - Export**
ɔr perform a tracking to flow to the
ɔhipment Binder.

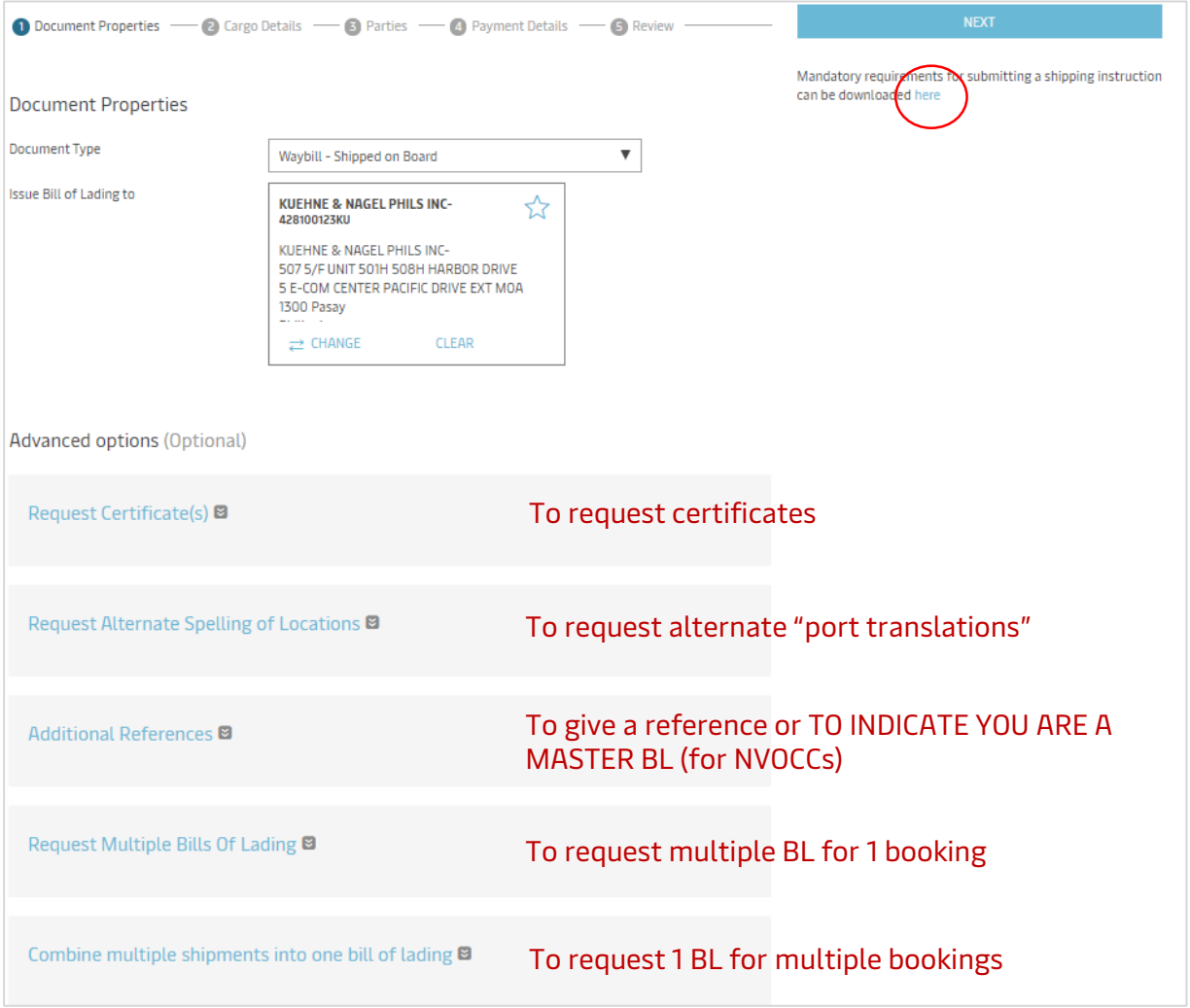
Shipment Overview - Export



Click ***PENDING TASK*** on Shipment Overview and select "**Submit**" to view list of bookings with missing Shipping Instruction or view the Overview page in Shipment Binder.

Click ***SUBMIT SHIPPING INSTRUCTION***.

MAERSK



If the customer don't provide al **mandatory information** in the Shipping Instruction, it will be rejected.

You can see the mandatory information by click ***HERE*** (red round). The link is to a PDF file with list of countries & information mandatroy details needed for both export & import.

MAERSK

Shipping Instructions for Shipment no. THUNHI888

Document Properties — Cargo Details — Parties — Payment Details — 5 Review

I do not require Verify Copy
(Considered as approved)

SUBMIT

SAVE

PREVIOUS

This is a preview of your transport document

Please review it and go back to correct any misinformation

By clicking Submit, you agree to the "Shipping Instructions Terms".

MAERSK LINE

	Document Type: Waybill - Shipped on Board	SCAC: MAEU
Shipper: Iaportika	Booking no: THUNHI888	B/L No.: THUNHI888
	Export Reference:	Svc Contract: 123456789
Consignee: Gcss, Dampfaergevej, Pakhus D, 2nd Floor, Copenhagen, 2100, Denmark	Notify Party: -	
	Onward Inland Routing: -	

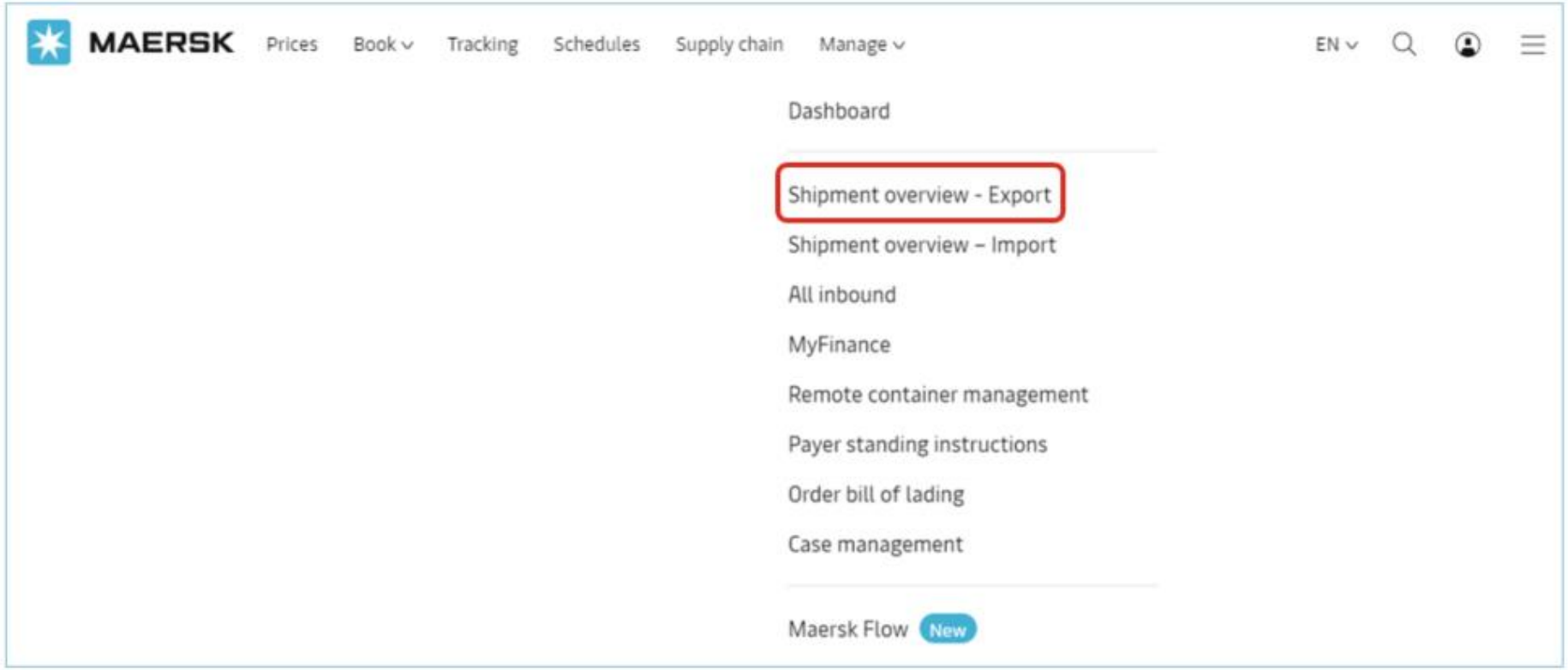
Vessel	Voyage No.	Place of Receipt
MAERSK SHANGHAI	841W	Ho Chi Minh City
Port of loading	**Port of Discharge**	**Place of Delivery**
Vung Tau	Savannah	Montgomery

PARTICULARS FURNISHED BY SHIPPER

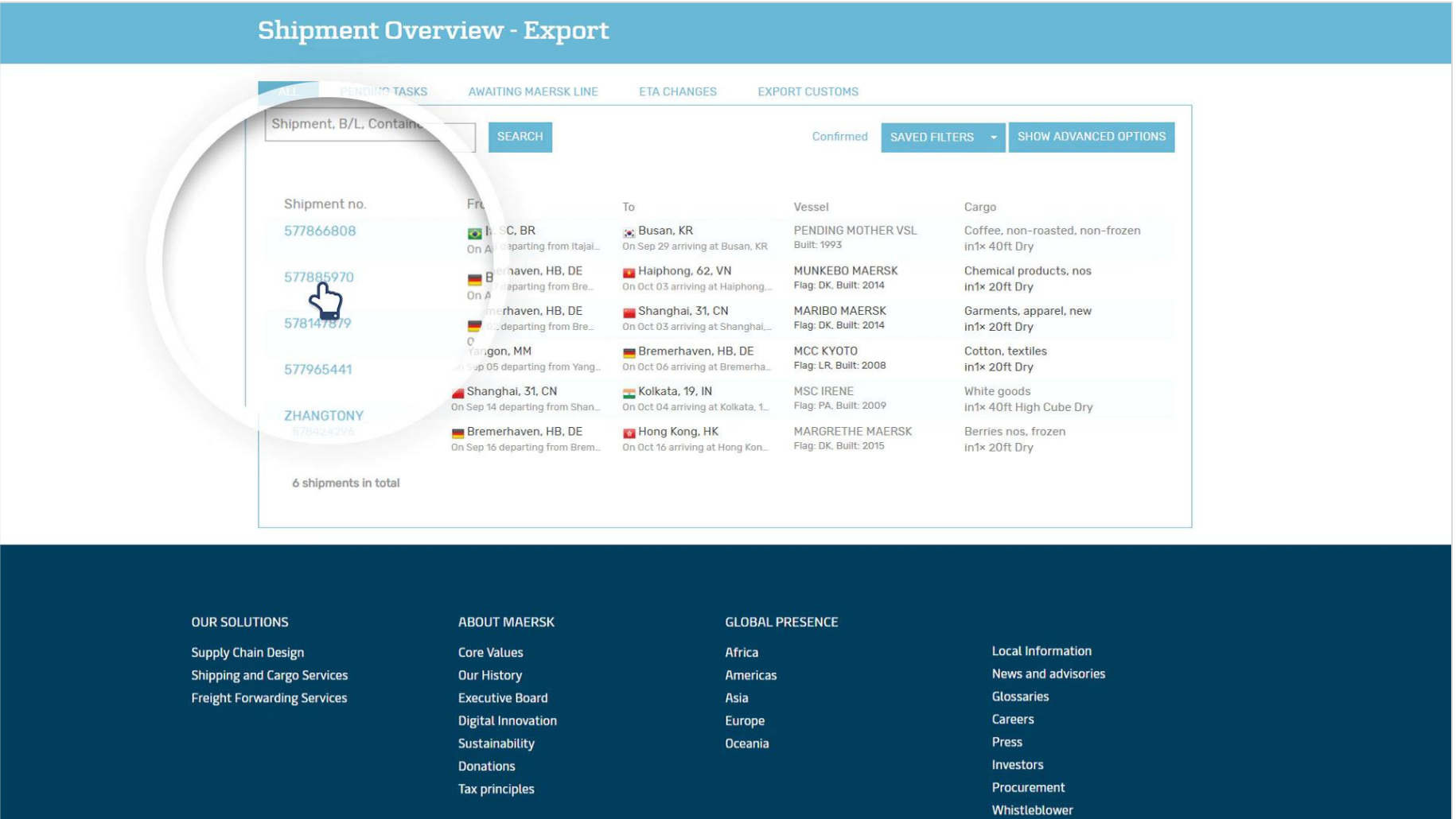
Kind of packages; Description of goods;Container No./Seal No.	Weight	Measurement
1 Container said to Contain 5 jhhkj 65465464 40 DRY 8'6 5 jhhkj 10000 KGS Tare Weight - 3705 KGS FREIGHT COLLECT CY/SD	10000 KGS	-

After updating the required details, you can choose to "**save**" the Shipping Instruction information for later submission or click on ***SUBMIT*** and the information are send to our backend system.

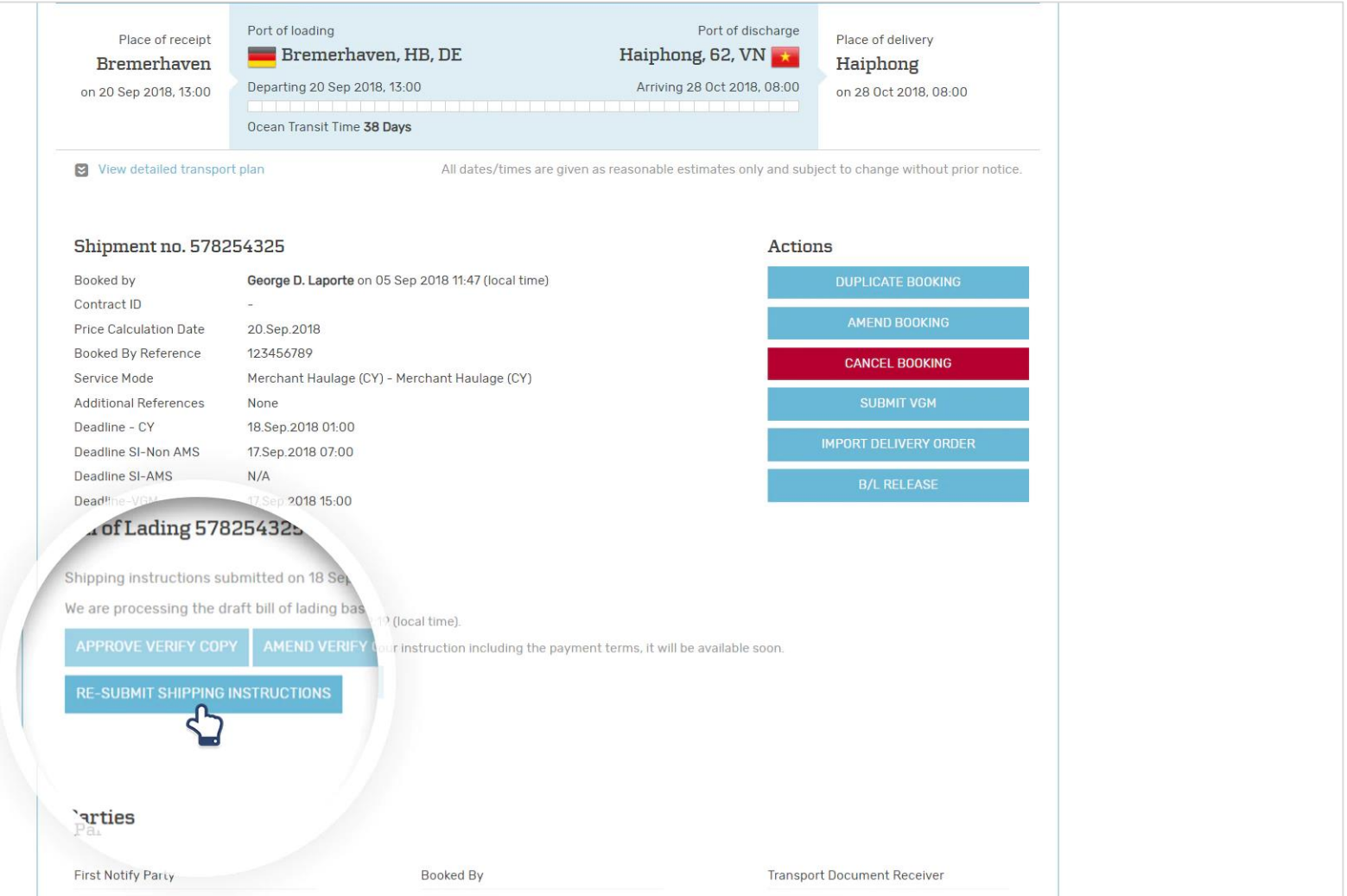
MAERSK



Click ***MANAGE*** in the top menu and select Shipment Overview or use Track shipments to search for a shipment.



When you have found the relevant shipment that you want to re-submit, click on it to access the Shipment Binder.



In the Shipment Binder click ***RE-SUBMIT SHIPPING INSTRUCTIONS.***

MAERSK

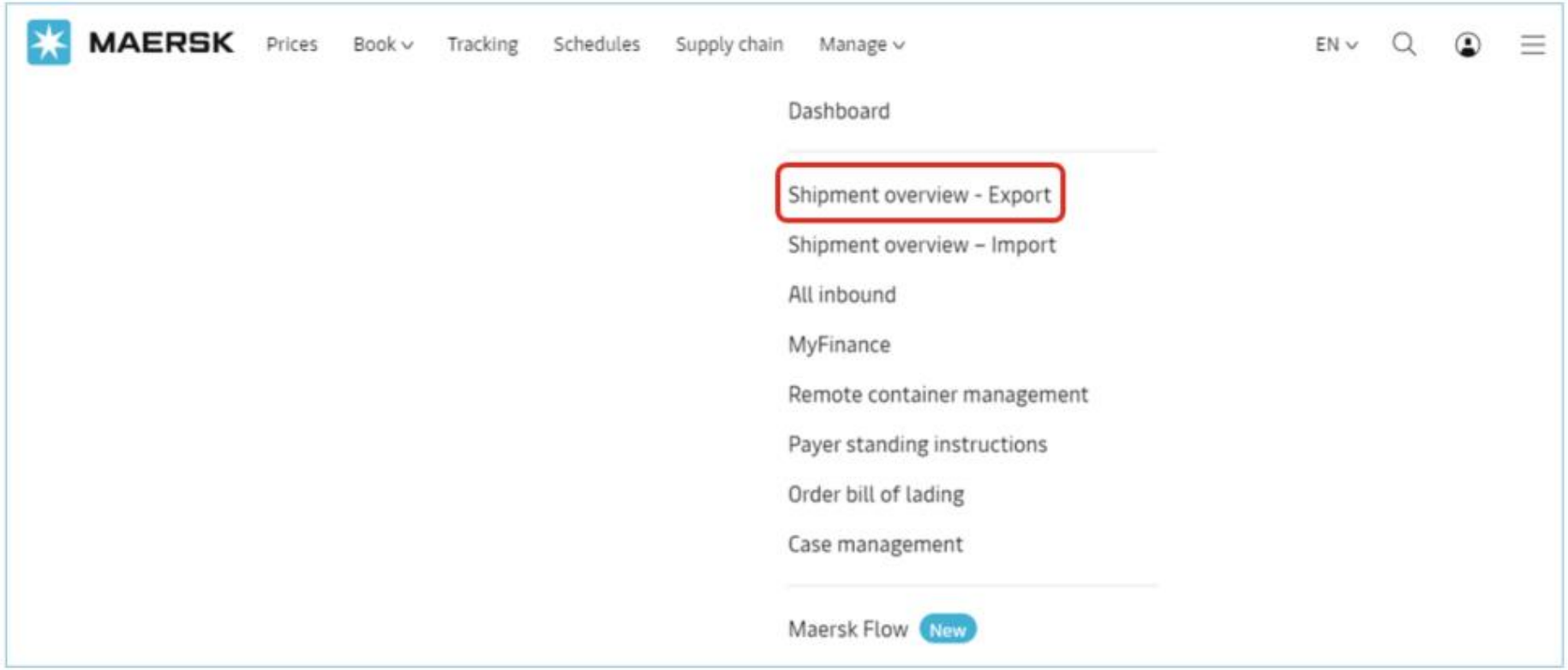
When a Shipping Instruction has been processed, you will be able to see a Verify Copy in PDF format. You can download the Verify Copy, print it or forward it to any relevant parties.

If anything is incorrect in the Verify Copy, you can amend the information by repeating the steps for submitting a shipping instruction.

You can receive an email notification when your Verify Copy is ready

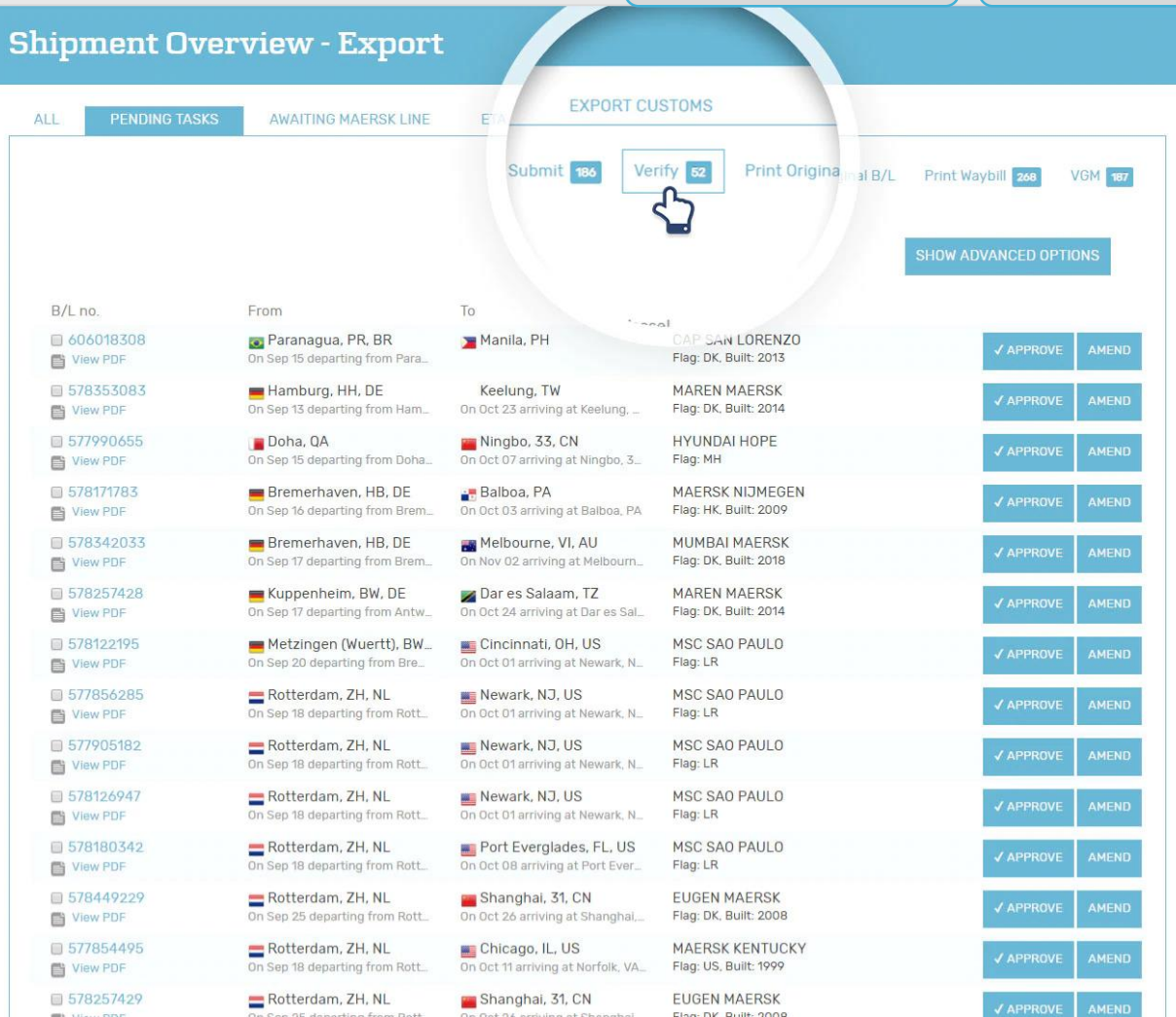
If you have any further questions, please **contact your local office**.

Note:
BL release can only be done once:
1. Containers are loaded and Feeder vessel departed
2. Final SI is submitted, BL is approved
3. . Prepaid Charges settled and payment is posted



Click ***MANAGE*** and **select Shipment Overview - Export**.

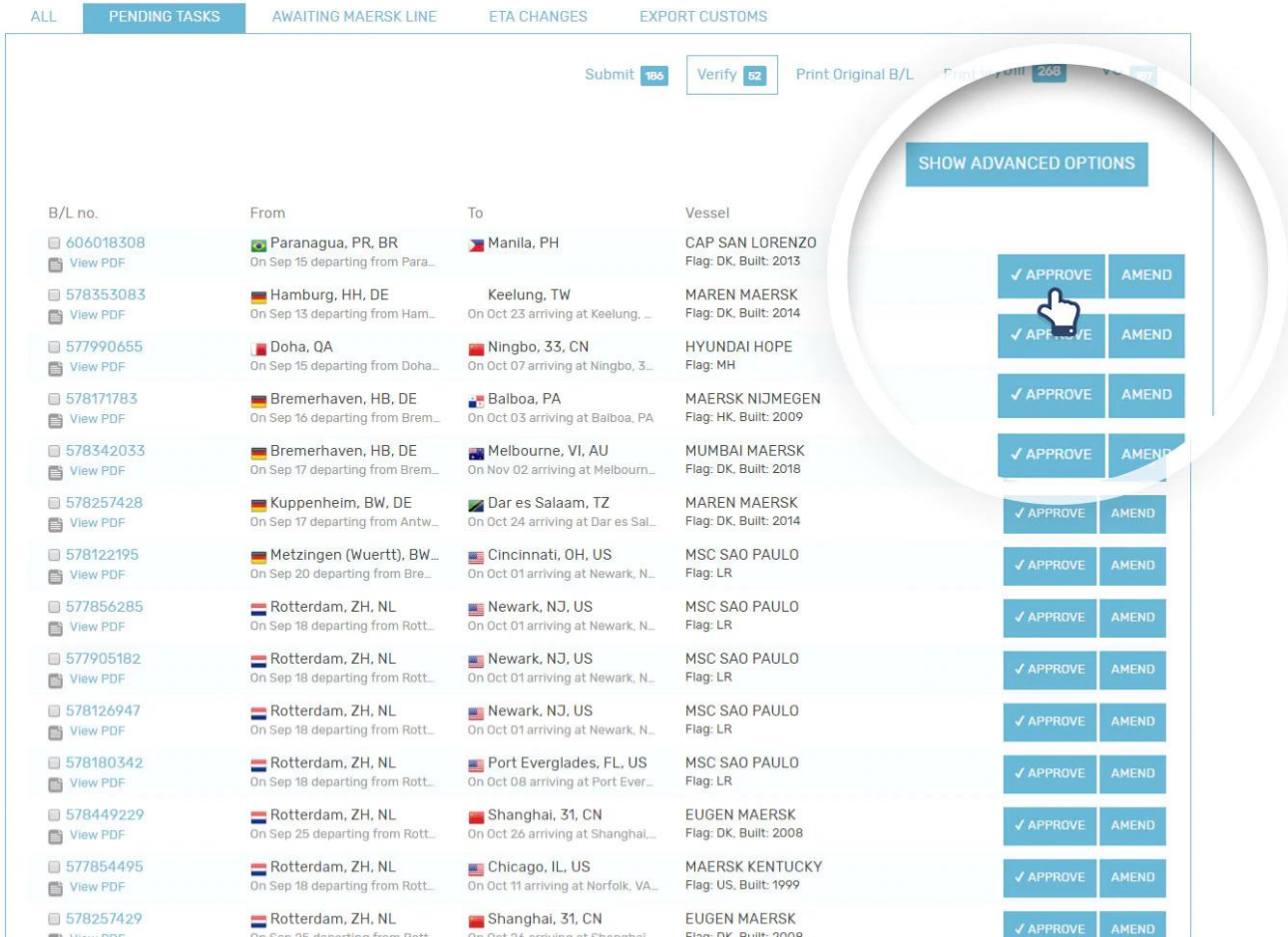
Shipment Overview - Export



Click ***PENDING TASKS*** on Shipment Overview - Export and select "**Verify**".

MAERSK

Shipment Overview - Export



If you have many bookings, then you can click ***SHOW ADVANCED OPTIONS*** *to filter on location and/or vessel* names to easy find the booking needed.

Click ***APPROVE*** next to the relevant transport document or alternatively, if you need to make an amendment, click ***AMEND,*** perform the changes needed and Submit the amendments. A new Verify Copy will then be issued with the amended details.

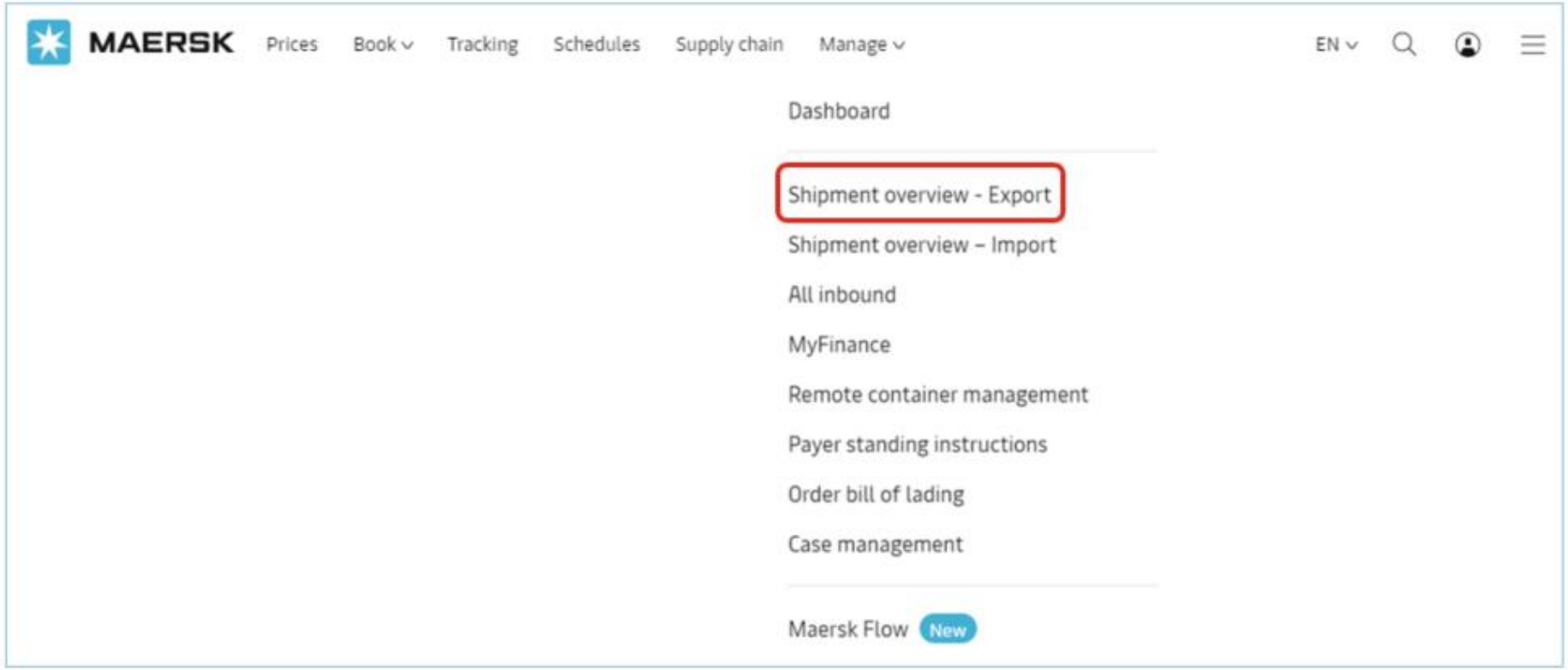
Get you Amended BL in
1 - 2 working hour

FREE

MAERSK

The VGM (Verified Gross Mass) is the total weight of the container (cargo and tare weight). This information is usually submitted in the Shipping Instruction. However, if you need to submit the VGM separately, you can do so via the Shipment Binder.

You can read more about the VGM **here**.



ick ***MANAGE*** and select **Submit VGM**.

MAERSK.COM

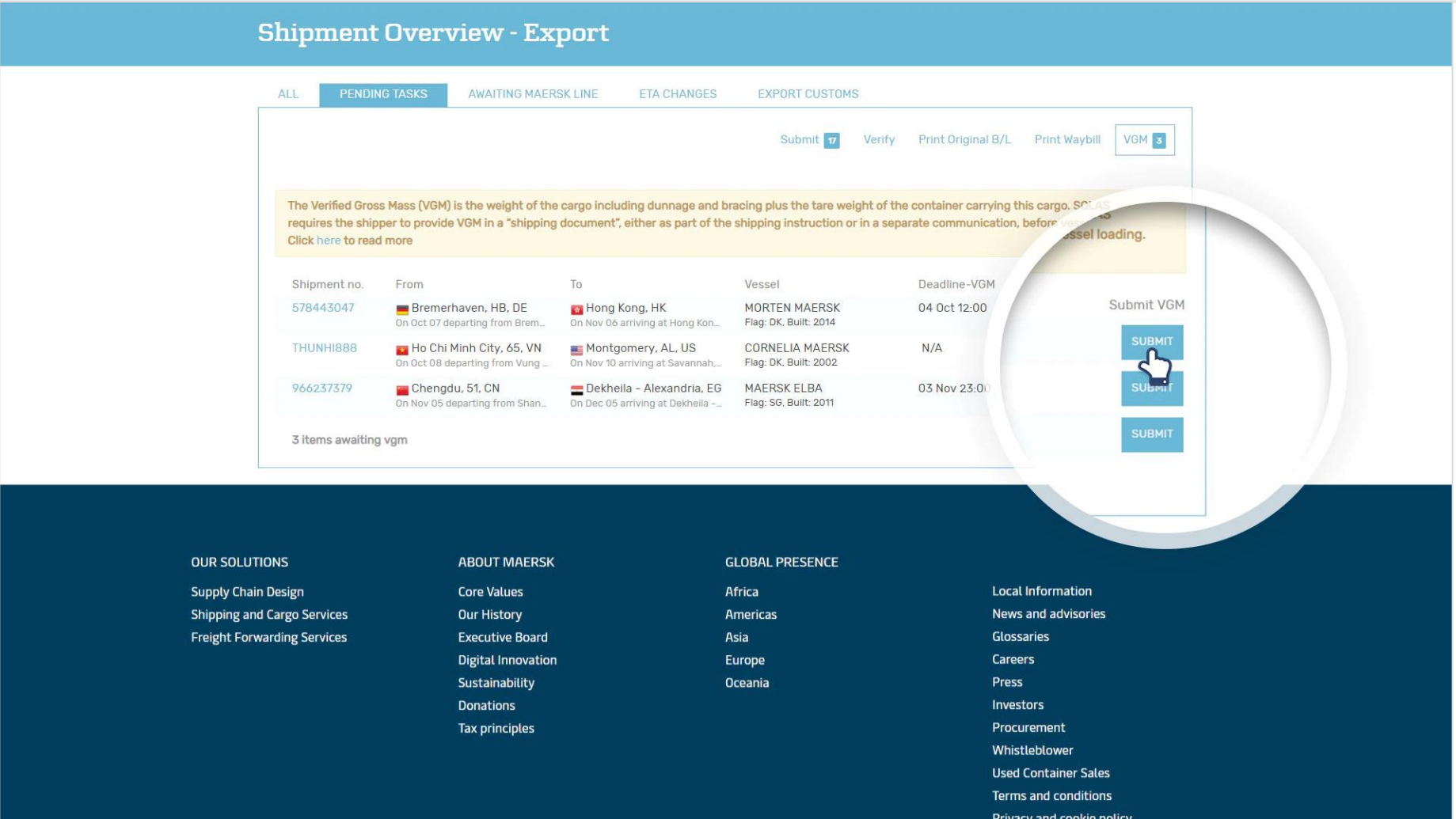
PRE BOOK | QUOTE | BOOKING | **MANAGE** | MY FINANCE | HELP

SHIPMENT

1 **2** 3

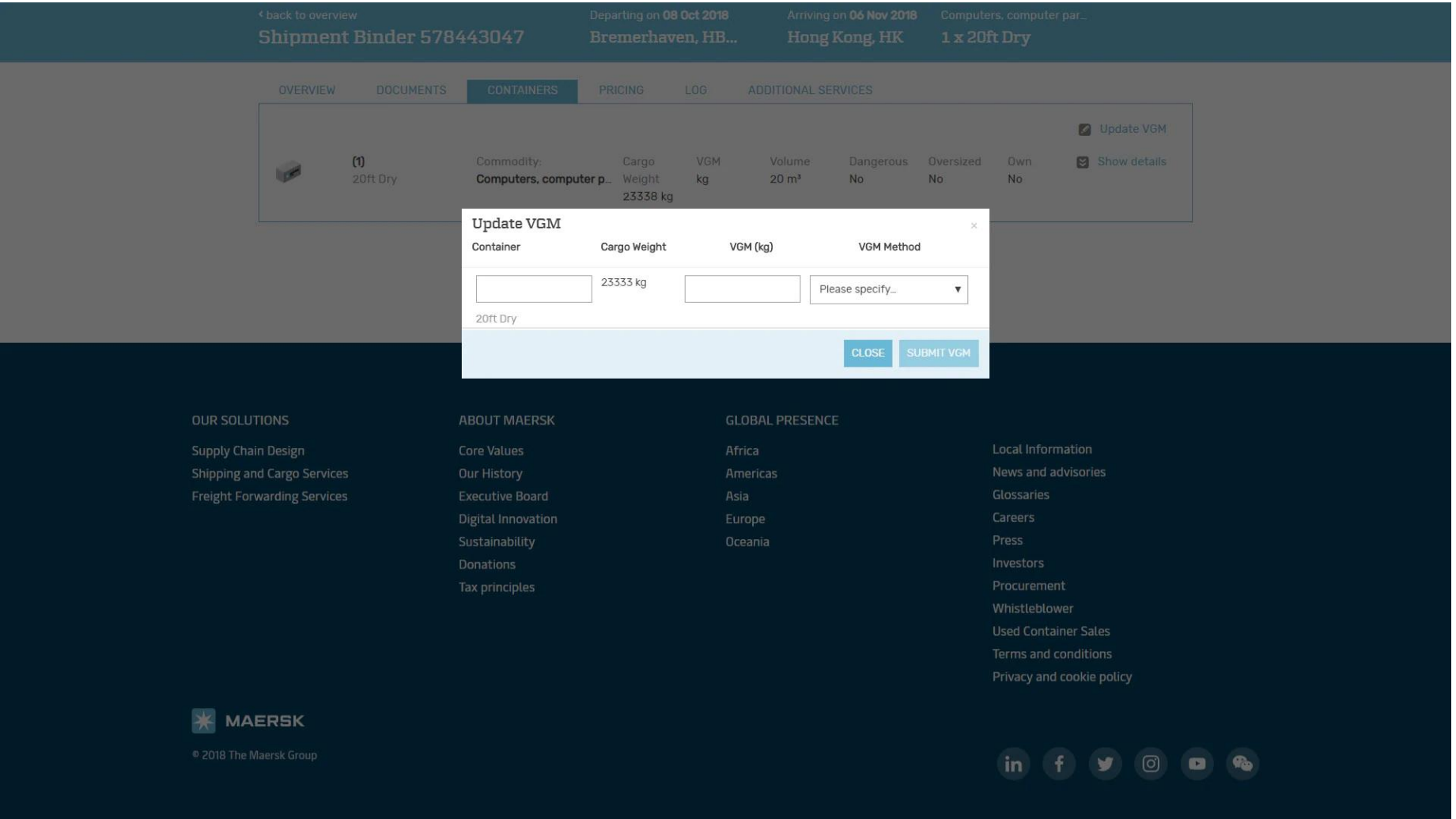
SHIPMENT OVERVIEW | SHIPMENT BINDER | SUBMIT SI | RE-SUBMIT SI | APPROVE OR AMEND | **SUBMIT VGM**

ACCOUNT SETTINGS | NOTIFICATION | TRACKING | PRINT FINAL TANSPORT DOC



Click **Submit VGM** next to the relevant shipment.

MAERSK



Click **Update VGM** next to relevant container.

Once your shipment has been loaded and the vessel has departed, the Final Transport documents will be issued. You can print these online, or download them and forward them to relevant parties.

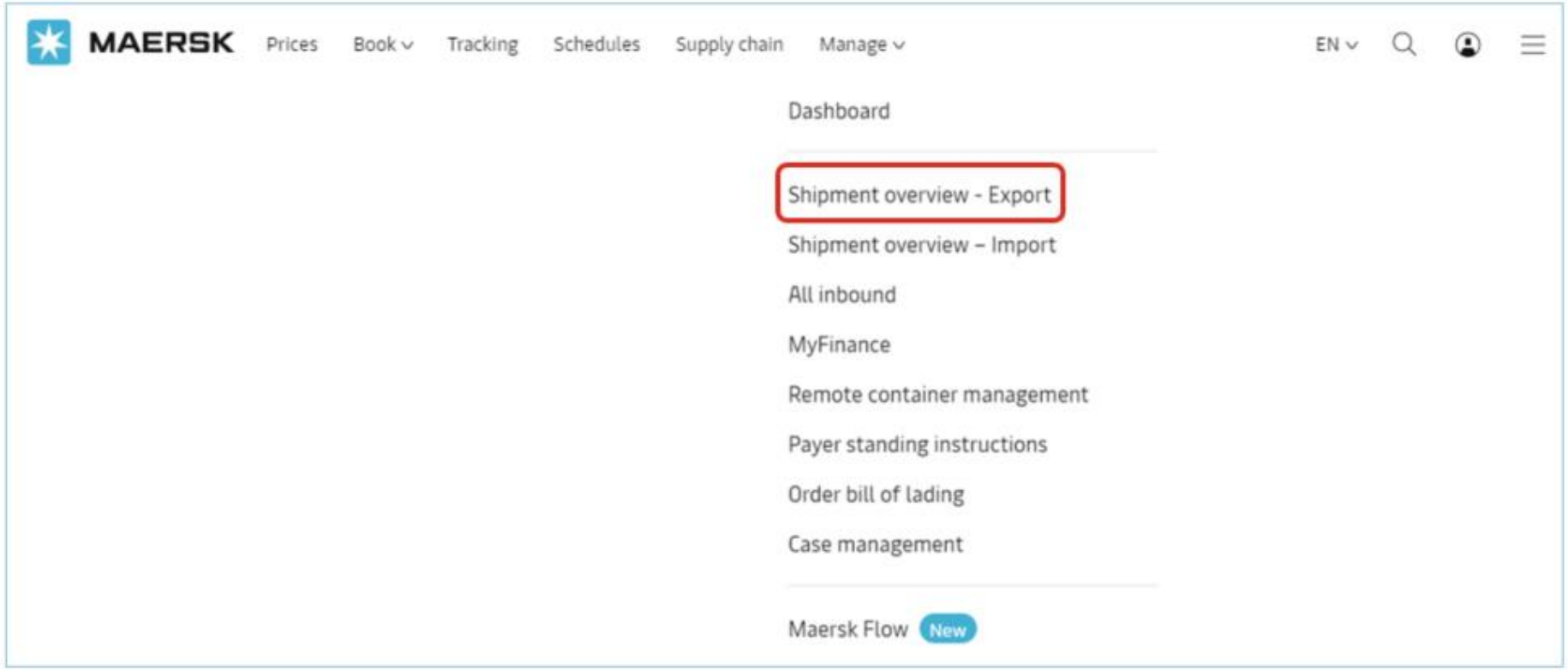
You can also receive email notifications when your documents are ready, or if a shipment undergoes a schedule change.

First time to print original bill of lading?
For security purposes, printing original bill of lading requires printing agreement with Maersk.

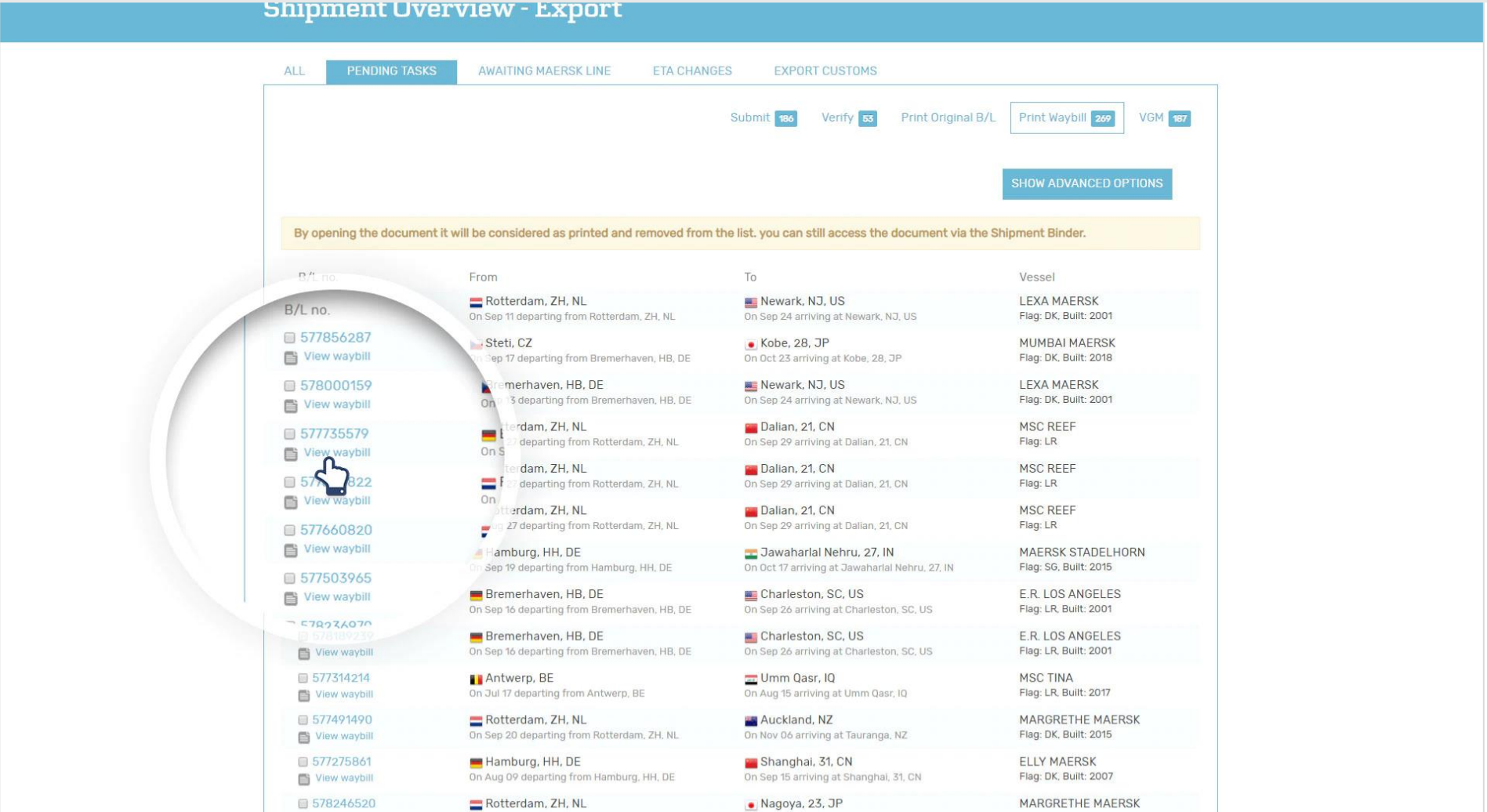
e-BL (Electronic Bill of Lading)
Complete the e-BL agreement, and you will have access to print Bill of Lading on Secure Paper directly on your site.

How to Register?
Click here & go to e-BL tab

FREE!



Click ***MANAGE*** and select **Shipment Overview - Export**.

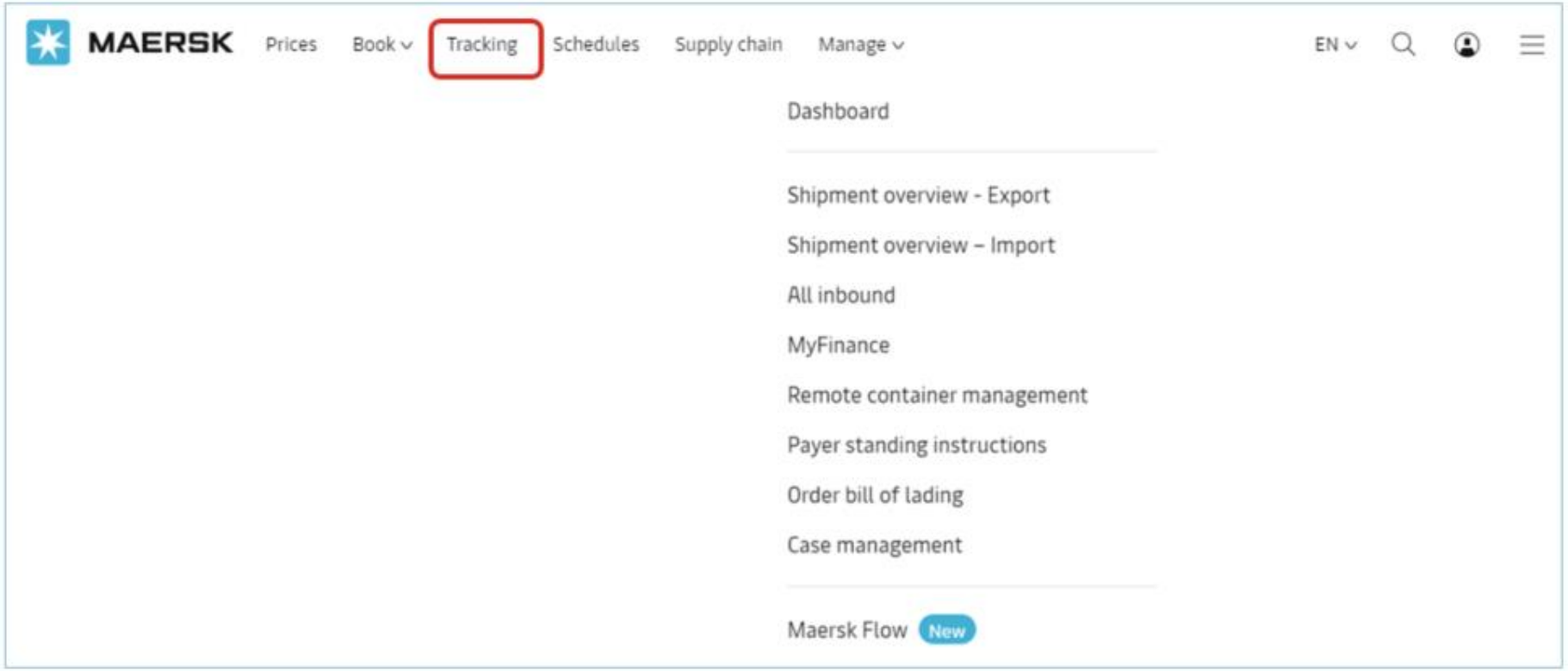


Click ***PENDING* TASKS** and select "Print Original B/L" or "Print Waybill"

If you have many transport documents, then you can click ***SHOW ADVANCED OPTIONS*** to filter on location and/or vessel names to easy find the transport document needed.

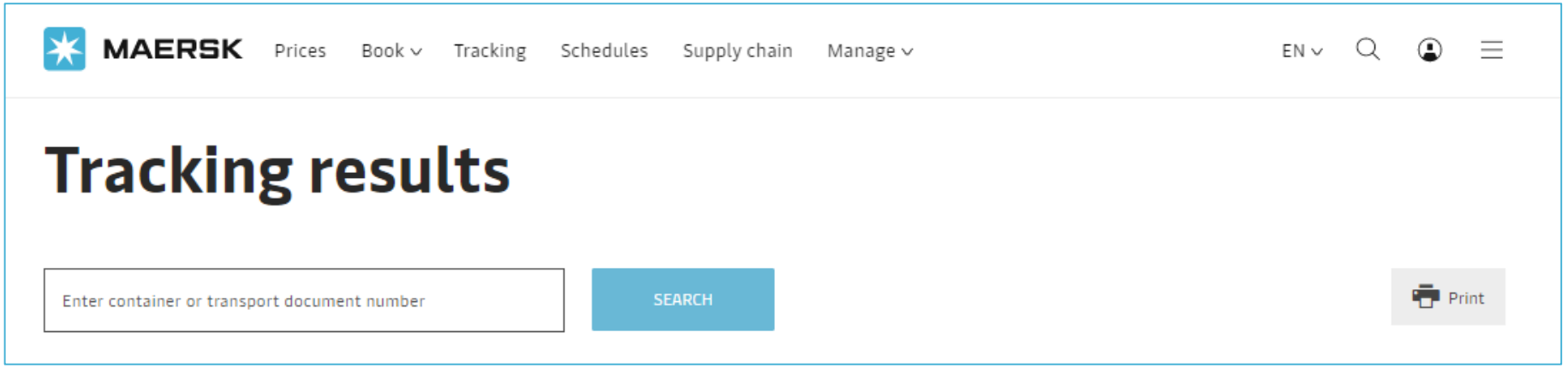
Click "**View Bill of Lading/Waybill**".

MAERSK

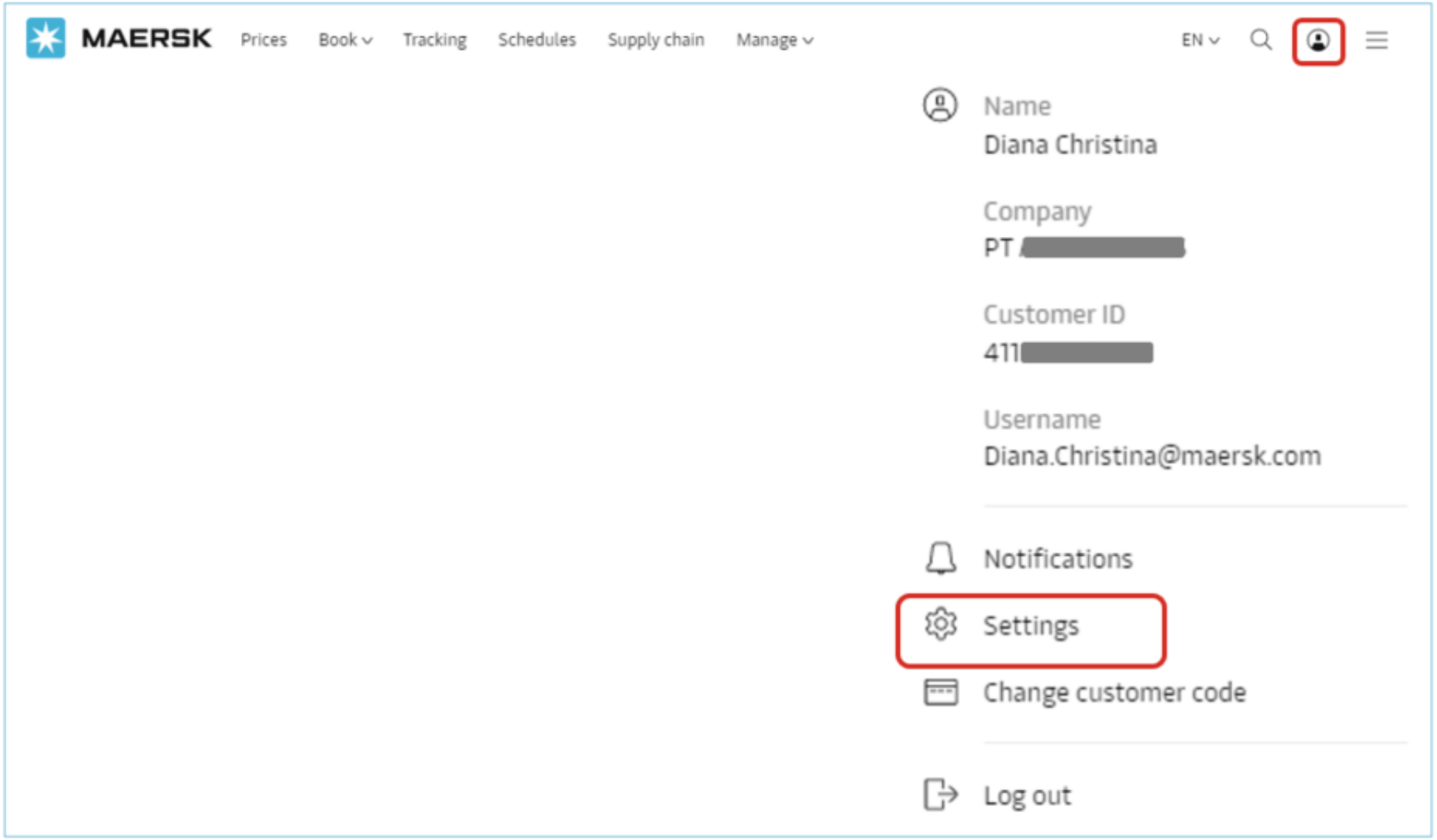


It is easy to track your shipments or individual containers within a shipment.
(Note: You can track a shipment or container without logging in. However, you will only see its current location, previous movements and expected schedule.)

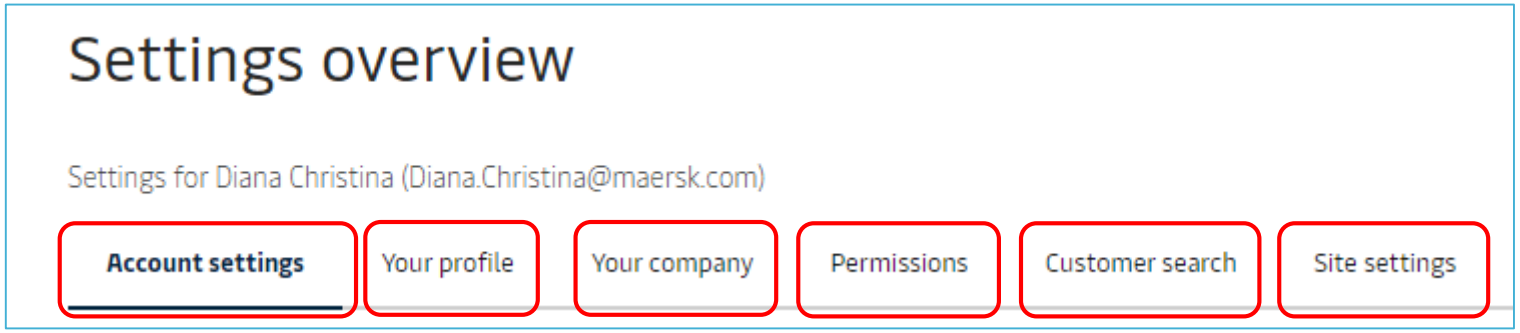
Click ***MANAGE*** in the top menu and use Track shipments to search for a shipment.



Enter the Shipment, Bill of lading or container number and click ***SEARCH***.

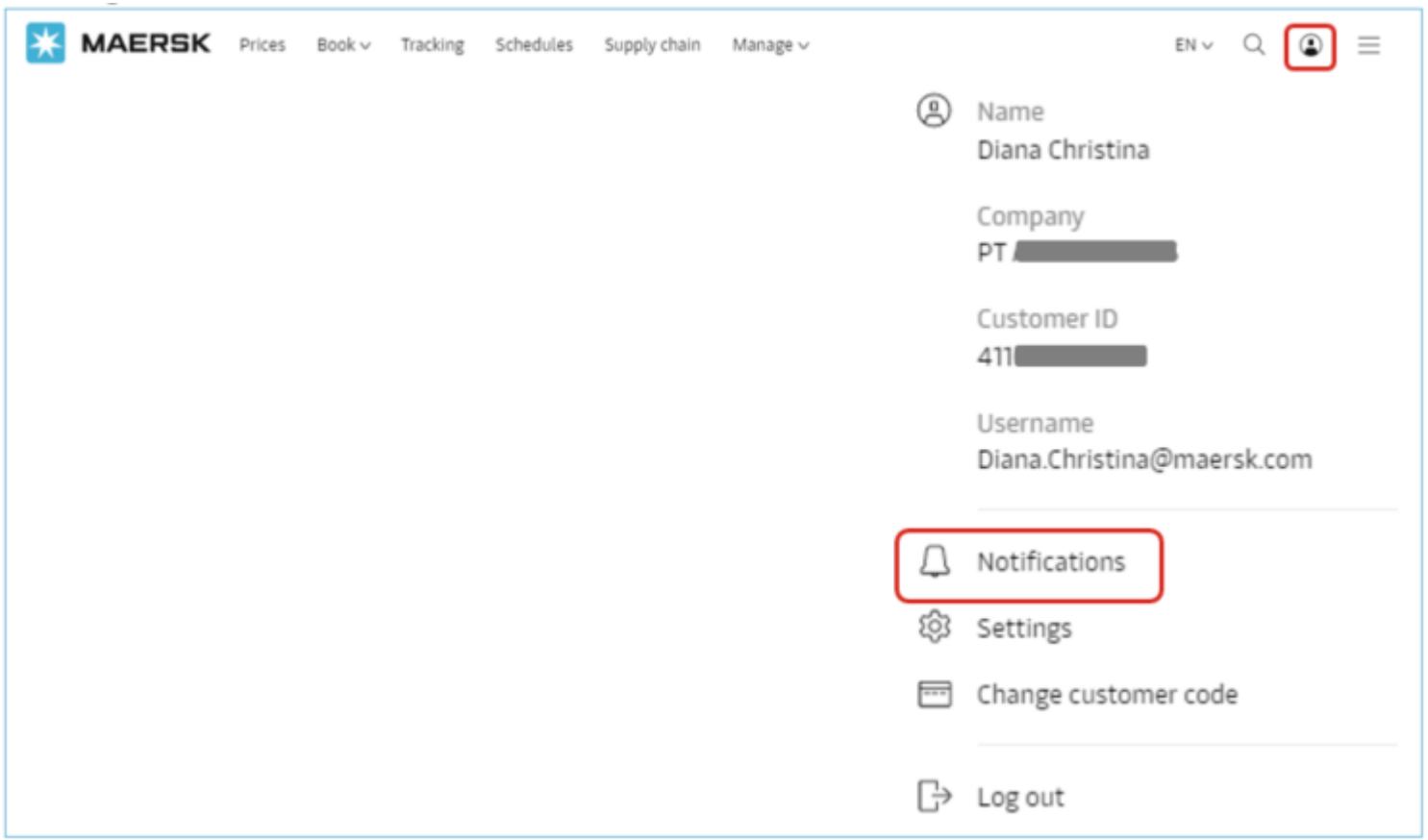


Click ***SETTINGS*** in the top menu.



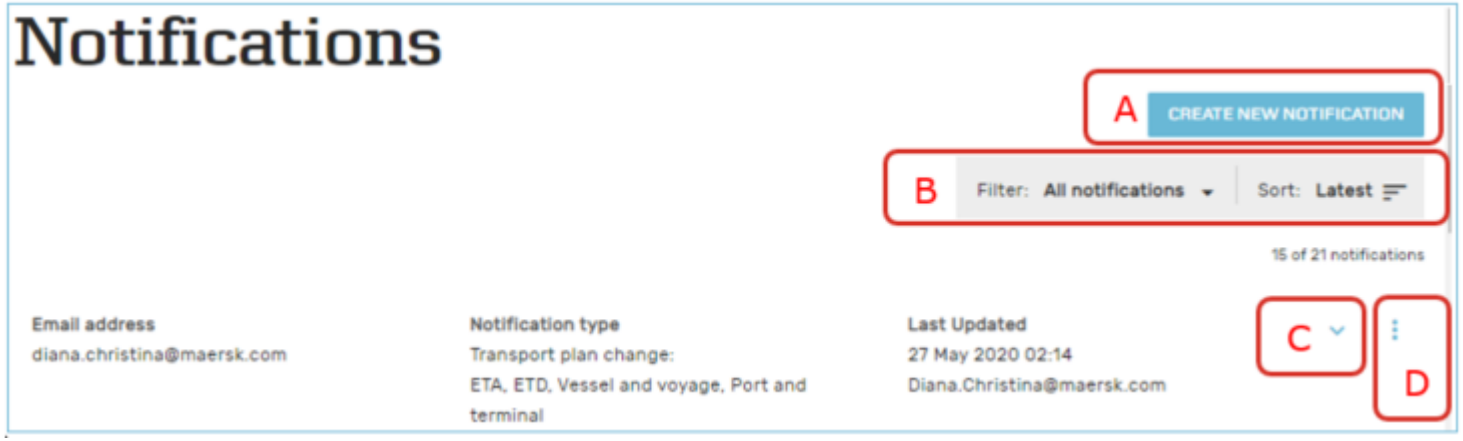
Click ***MANAGE YOUR ACCOUNT SETTINGS***.

Please change your ***SETTINGS***, ***PROFILE***, and ***other needs*** as required.



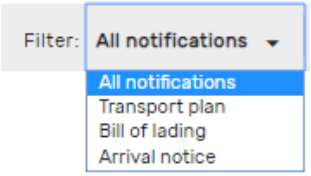
Notifications allows you to choose if you want to receive email notifications when new documentation is ready or if a shipment schedule has been changed.

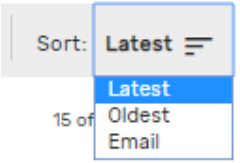
Click **ACCOUNT BUTTON,** in the top menu & select ***NOTIFICATION***.



A. Click ***CREATE NEW NOTIFICATION*** & select type of notification you want to subscribe – Transport plan changes, Bill of lading or Arrival notice.

B. "**FILTER**" → Click to filter based on notification type; "**SORT**" → Click to sort based on your needs



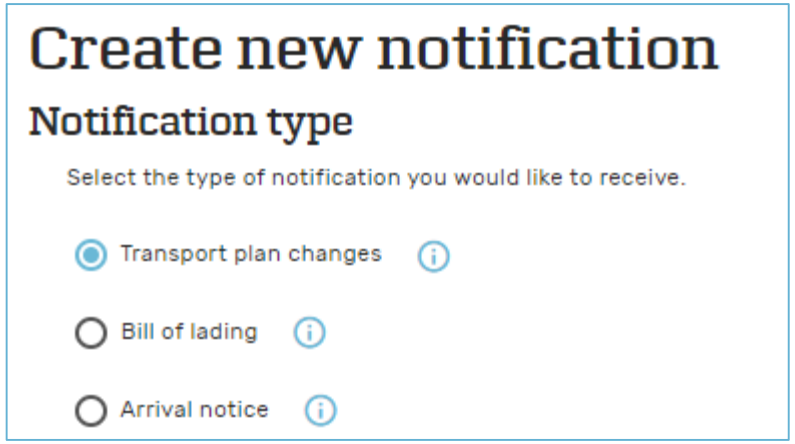


C. " **V** " → click to see existing notification details

D. " **:** " → click to EDIT or DELETE (unsubscribe) the existing notification

MAERSK

After click " CREATE NEW NOTIFICATION " button,
Select ❶ the type of notification you would like to receive



① **TRANSPORT PLAN CHANGES** → Select which type of transport plan changes you would like to receive notifications for changing on Estimated Time to Arrival (ETA) -or/and- Estimated Time of Departure (ETD) -or/and- Vessel & Voyage -or/and- Port & Terminal. You can customized the frequency you want to receive email notification, and adjust the filter based on the location or roles.

② **BILL OF LADING** → Select which document you want to get notified about (Draft BL/Verify Copy -or/and- Waybill -or/and- Original BL -or/and- Approved Copy) and adjust the filter based on the location.

③ **ARRIVAL NOTICE** → adjust the filter based on the location & or roles.

Now you can "**SUBMIT**" after completing customize information as per requirement.

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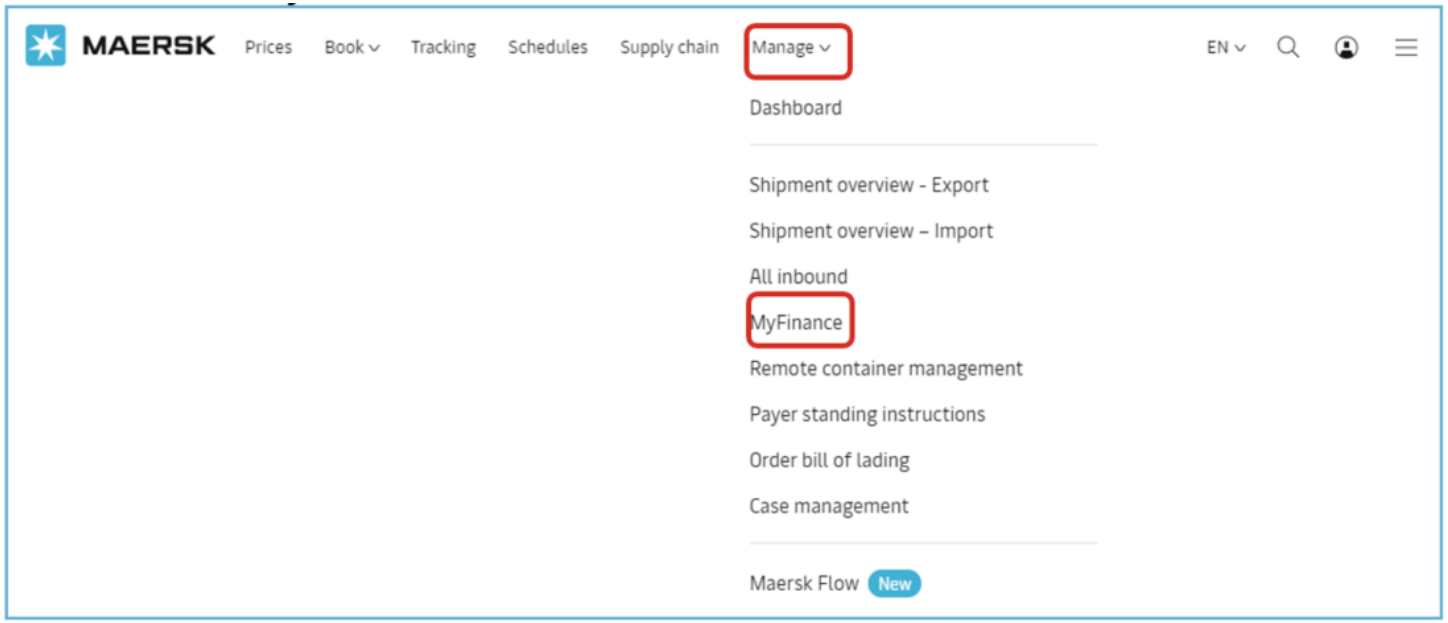
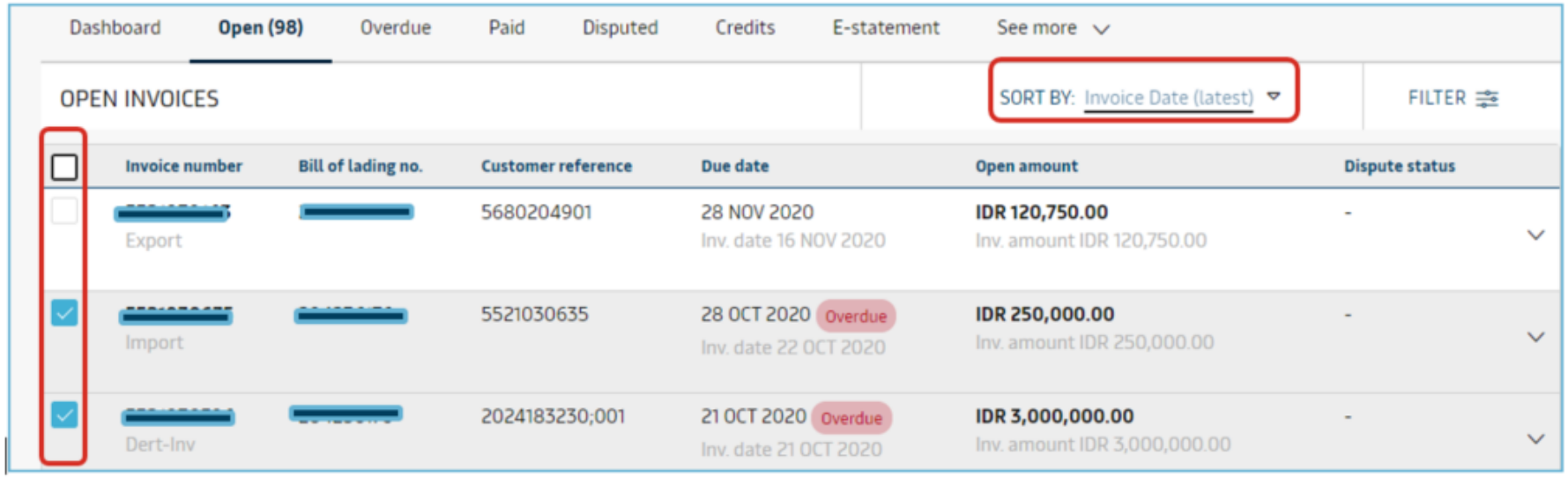


View, save or print your invoices in just a few clicks.

Click ***MANAGE*** in the top menu & click ***MYFINANCE*** in the drop-down.

*We **generate your invoice** once:*

- *Final SI has been submitted and BL was processed (with charges updated as Prepaid)*
- *After all containers loaded & vessel depart from Port of Loading*
- *Feeder already departed*



Note: You can click double arrow button to sort the open invoice based on nearest / farest Due Date

Click tab ***OPEN***

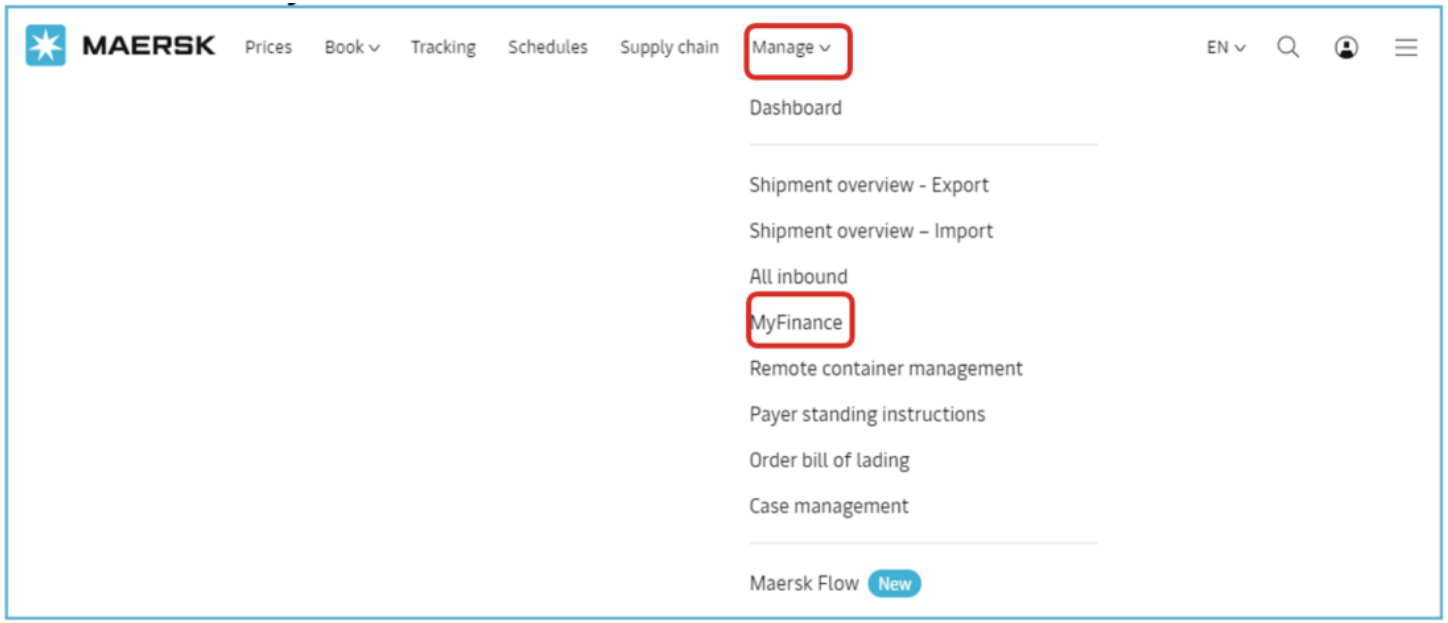
Inside MyFinance you can save, print and get an overview of your invoices, and upload payment proof

Go to the bottom page, & click button to proceed further

- **Down arrow** to download invoice.
- **Envelope** to share invoice to other email.
- **Notepad** to dispute.*

Save time to submit your dispute via MyFinance for a timely resolution

** Time taken to resolve the disputes along with promise to pay (where are invoices are correct) is in 5-7 working days range.*



View, save or print your SOA (Statement of Account) in just a few clicks.

Click ***MANAGE*** in the top menu & click ***MYFINANCE*** in the drop-down.

MyFinance

EXPORT E-STATEMENT

Search options

Search by B/L, Invoice, Payment receipt no. or Dispute Id

Dashboard | Open | Overdue | Paid | Disputed | Credits | E-statement (2486) | See more

Account Statement
08 FEB 2021

MAERSK
Maersk A/S
Esplanaden
Copenhagen DK 1263

Client
PT [redacted]ICS
NO 6 JL [redacted]V
JAKARTA ID 12950

Account [redacted]
Accounter -
Telephone -

Currency	Credit	Open	Balance
IDR	IDR -5,634,790.00	IDR 1,084,667,346.00	IDR 1,079,032,556.00

HIDE DETAILS

Invoice no.	Bill of lading no.	Customer reference	Due date	Dispute case id	Open amount
[redacted]251 Export	[redacted]2	[redacted]251	15 FEB 2021 Inv. date 27 JAN 2021	-	IDR 2,297,200.00 Available credit IDR 0.00
[redacted]252 Export	[redacted]0	[redacted]252	15 FEB 2021 Inv. date 27 JAN 2021	-	IDR 2,362,200.00 Available credit IDR 0.00

Click tab ***e-STATEMENT***

Inside MyFinance you can see your SOA (State of Account).

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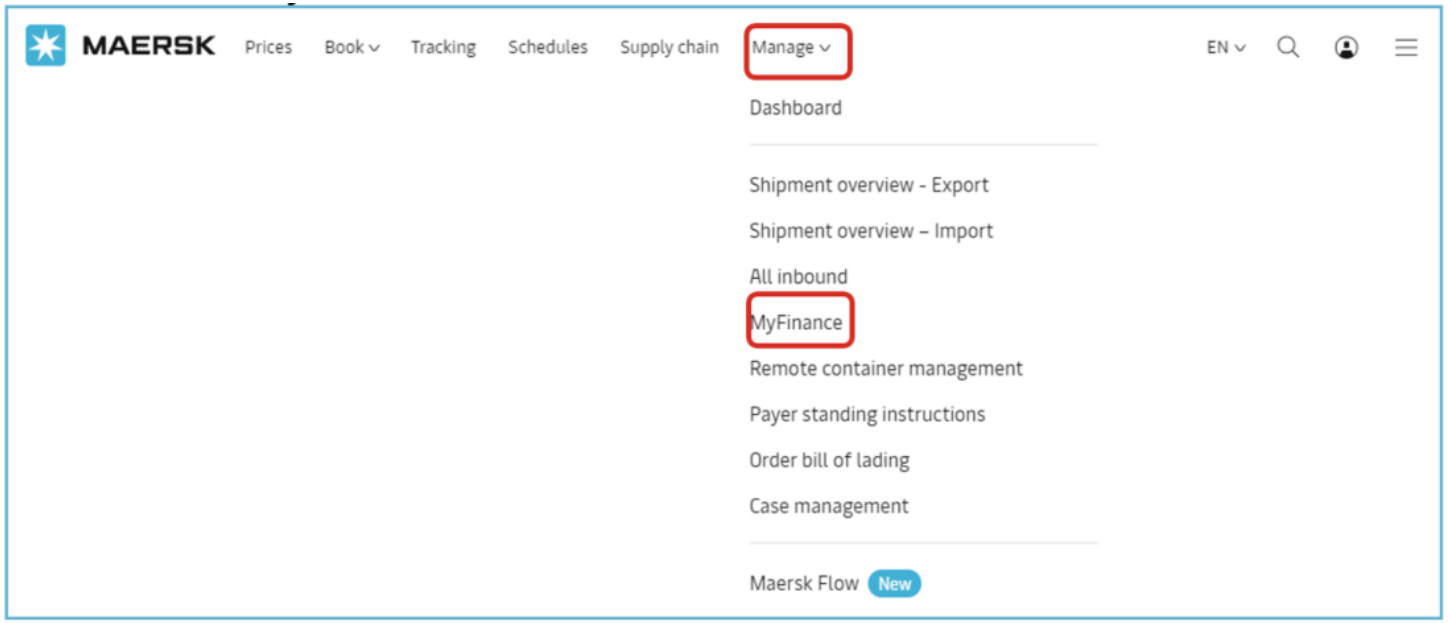
ePayment: Easier & Faster Payment Solution

- ✓ **No need to send Payment Proof anymore** to id.import@maersk.com / id.export@maersk.com
- ✓ **Automatically get payment confirmation mail (Official Receipt) sent to your mailbox** or **in MyFinance** once payment settled.
- ✓ **Instant online B/L release** with minimal paperwork (for e-BL customers)
- ✓ **Faster DO release to terminal** (payment made prior vessel arrival & already registered on Yearly CGL (*Container Guarantee Letter*) with BL type SeawayBill/OBL has been surrendered)
- ✓ **As easy as online shopping** from your own home.
- ✓ Accessible **24 hours**
- ✓ View invoices, check your account, & do payment all in one platform (MyFinance)

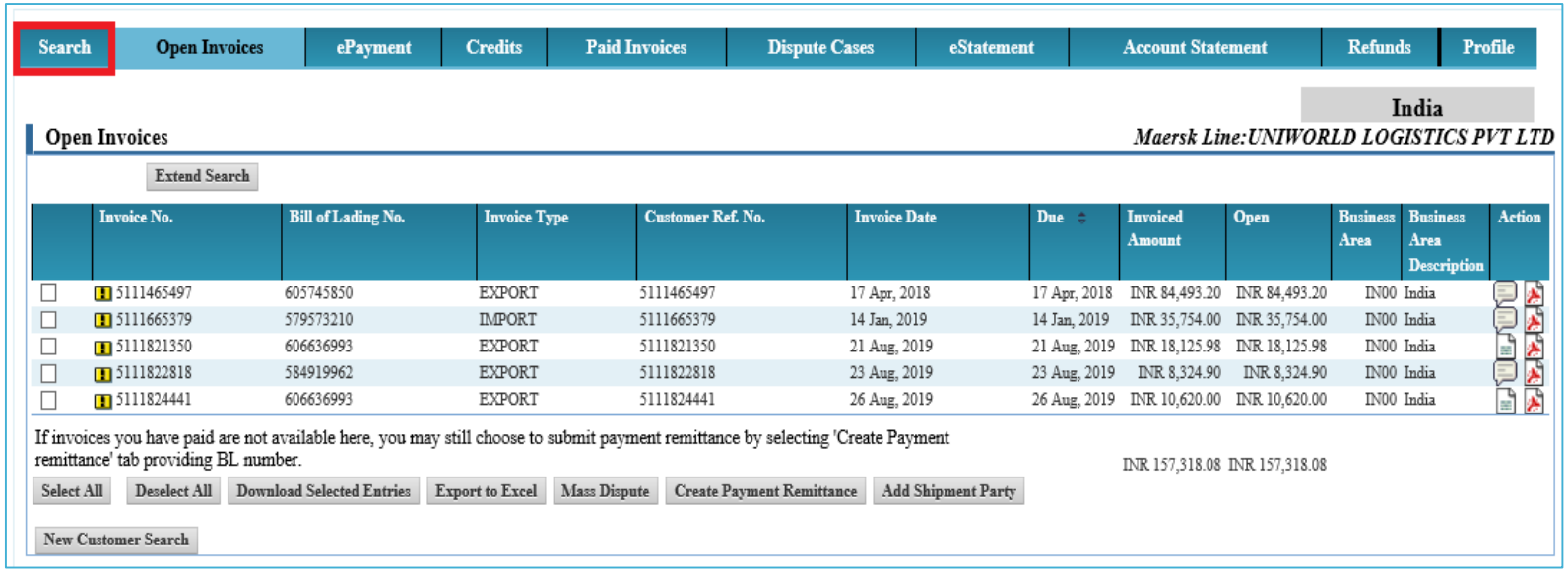
ePayment For Customer

ePayment For EMKL / Agent

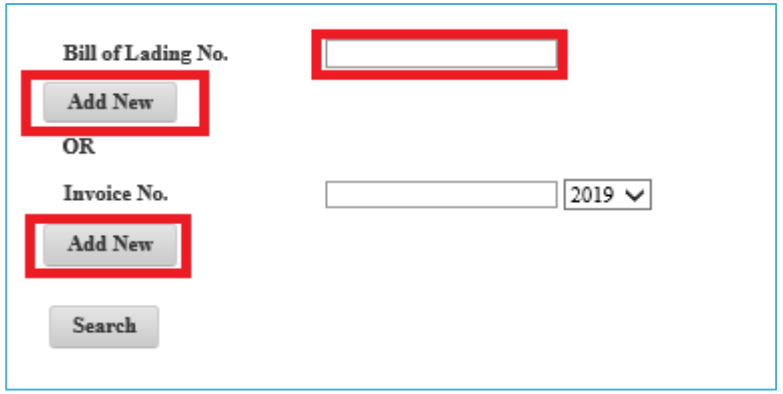


Click ***MANAGE*** in the top menu & click ***MYFINANCE*** in the drop-down.

Click ***SEE MORE*** in the top menu & click ***3RD PARTY INVOICE SEARCH*** in the drop-down.



Click button ***SEARCH*** tab on top left-hand corner



SEACRH with Bill of Lading or Invoice number

ADD NEW would help to search multiple BOL & Invoices

Select ***I'M AN AGENT*** button

Search | Open Invoices | ePayment | Credits | Paid Invoices | Dispute Cases | eStatement | Account Statement | Refunds | Profile

India

Approved Invoice

Select	Invoice No.	Bill of Lading No.	Customer Name	Due Date	Invoice Amount	Open Amount	Invoice Type	Invoice Status	Business Area	Business Area Description	Action
☐	5431862526	585356681	LAXMI INTERNATIONAL	Sep 25, 2019	3,540.00 INR	3,540.00 INR	LOCAL	Open	IN00	India	

Select Displayed Items | Deselect Selected Items | Download Selected Entries | Email

Approval Required

Select	Invoice No.	Bill of Lading No.	Customer Name	Due Date	Invoice Type	Invoice Status	Business Area	Business Area Description	Status
☐	5111489589	964916612	TIMESCAN LOGISTICS PVT LTD	May 26, 2018	FREIGHT	Paid	IN00	India	APPROVAL REQUIRED

The Invoice which you are trying to request includes Freight charges and requires Customer's approval. Please request for the Customer's consent view or extract the invoice copy.

Enter Your Email Id:* Add New

Send

All Invoices available in ***Approved Open Invoices*** table can be downloaded and shared via email

All invoices appear in ***Open Invoices Requesting approval*** table requires consignee approval to view or download it

Search | Open Invoices | ePayment | Credits | Paid Invoices | Dispute Cases | eStatement | Account Statement | Refunds | Profile

India

Approved Invoice

Select	Invoice No.	Bill of Lading No.	Customer Name	Due Date	Invoice Amount	Open Amount	Invoice Type	Invoice Status	Business Area	Business Area Description	Action
☐	5431862526	585356681	LAXMI INTERNATIONAL	Sep 25, 2019	3,540.00 INR	3,540.00 INR	LOCAL	Open	IN00	India	

Select Displayed Items | Deselect Selected Items | Download Selected Entries | Email

Click on ***PDF icon***, respective invoice will be displayed on the screen.
Select Invoices from ***Approved invoices*** tab & click on email.
Enter your email ID & ***add new*** to send it to multiple email ID's.

Approval Required

Select	Invoice No.	Bill of Lading No.	Customer Name	Due Date	Invoice Type	Invoice Status	Business Area	Business Area Description	Status
☑	5111489589	964916612	TIMESCAN LOGISTICS PVT LTD	May 26, 2018	FREIGHT	Paid	IN00	India	APPROVAL REQUIRED

The Invoice which you are trying to request includes Freight charges and requires Customer's approval. Please request for the Customer's consent view or extract the invoice copy.

Enter Your Email Id:* Add New

Enter Customer Email Id:TIMESCAN LOGISTICS PVT LTD Add New

Send

Select Multiple Invoices from ***Approved invoices*** tab & click on email.
Enter your email ID & ***add new*** to send it to multiple email ID's.
Selected Invoices will be sent to the email ID's entered with all the PDF attachments

Email has been sent successfully

Email will be sent to your email ID with the PDF attachment of the Invoice copy
Besides given notification appears for successful email sent

Approval Required

Select	Invoice No.	Bill of Lading No.	Customer Name	Due Date	Invoice Type	Invoice Status	Business Area	Business Area Description	Status
☑	5111489589	964916612	TIMESCAN LOGISTICS PVT LTD	May 26, 2018	FREIGHT	Paid	IN00	India	APPROVAL REQUIRED

The Invoice which you are trying to request includes Freight charges and requires Customer's approval. Please request for the Customer's consent view or extract the invoice copy.

Enter Your Email Id:* sbh143@gamil.com Add New

Enter Customer Email Id:TIMESCAN LOGISTICS PVT LTD sbh143@gmail.com Add New

Send

Open Invoices Requesting approval

Invoices which requires customer approval for view & Download would be listed here.
Select multiple or single Invoice of same customer for requesting approval
Enter Your Email ID & Consignee's Email ID to send the request.
By clicking on ***Add New*** can send multiple emails notifications for the request.

Email has been sent successfully

Email Notification sent to the customer on the entered Email ID requesting approval. Also, would receive email notification for the successful submission on the email entered.
Once Consignee approves/rejects your request, requestor would receive notification on the email id entered.

Open Invoices Requesting Approval

Select	Invoice No.	Bill of Lading No.	Customer Name	Due	Invoice Type	Status
☐	54 9	96. 7	ARIDIM SARL	Dec 19, 2017	FREIGHT	APPROVAL REQUIRED

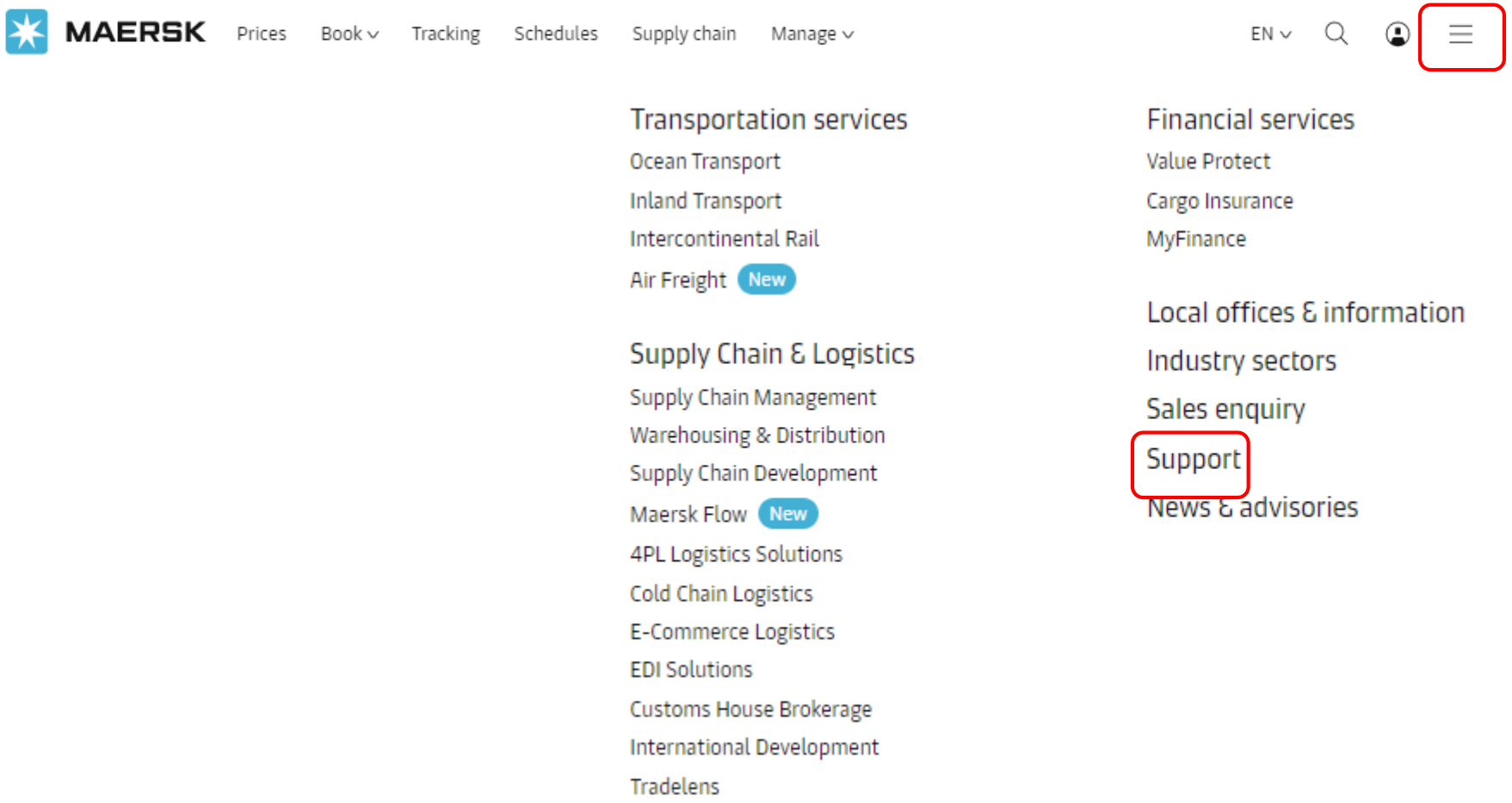
The Invoice which you are trying to request includes Freight charges and requires Customer's approval. Please request for the Customer's consent view or extract the invoice copy.

Enter Your Email Id:* Add New

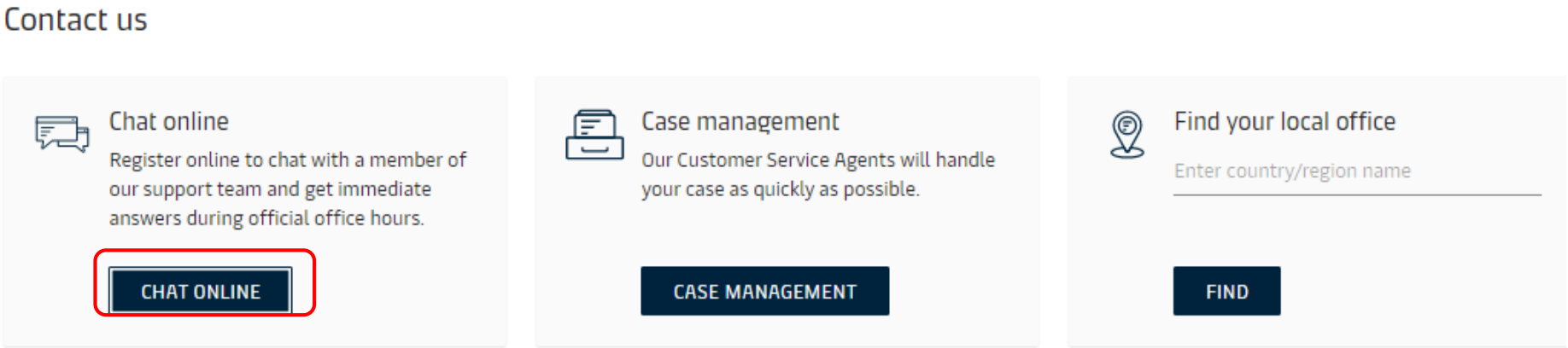
Check in ***Open Invoices Requesting approval*** table, status changed to ***Pending Approval***.

Upon Rejection, the status would change to ***Request Rejected.***
If ***Approved*** then Invoice will move into ***Approved Invoices*** table & ready for Download.

MAERSK

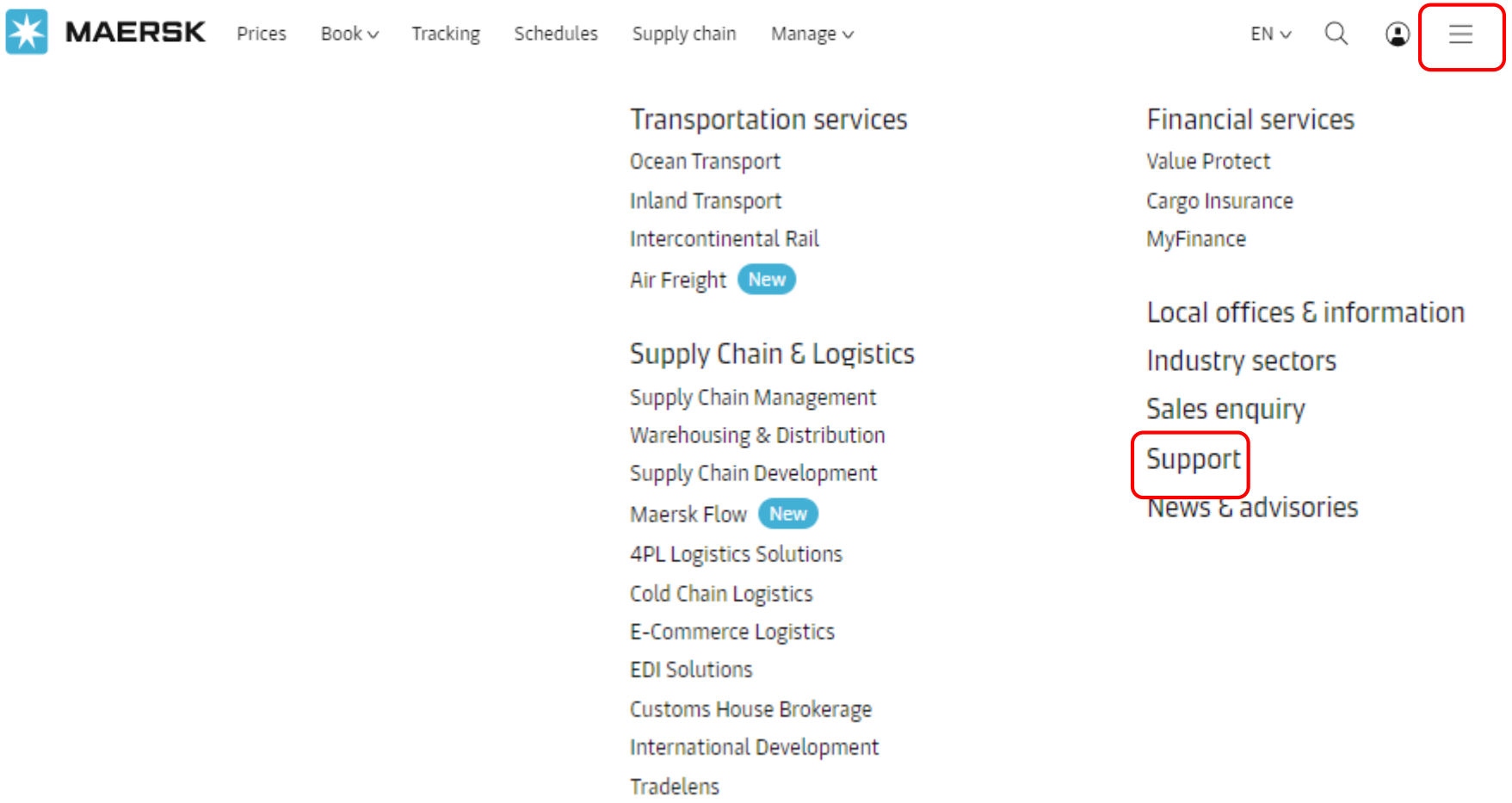


Click ***HAMBURGER MENU*** in the top men to access our ***SUPPORT*** page.



On the support page, scroll down to menur ***CONTACT US*** and click ***CHAT ONLINE.***

A Live Help Agent will then respond via the pop-up chat window.
Explain the issue, and the Help Agent will help you to resolve it.



If you do not want to chat with a Live Help Agent, you can create a customer service case. Our Customer Service Agents will handle your case as quickly as possible.
You can always access the details of your case by selecting ***MY CASES*** after clicking ***HELP*** in the top menu.

Click ***HAMBURGER MENU*** in the top men to access our ***SUPPORT*** page.

Support

MY CASES | CREATE CASE | SEARCH FOR HELP | CONTACT US

Create Case

Please provide a detailed description of the challenge you're facing. To help you with a quick response, use our drop downs to direct your case to the right team.

Case category

Please Select...

Case sub-category

Please Select...

Case description

Please provide as much detail as possible so we can quickly help with your case.

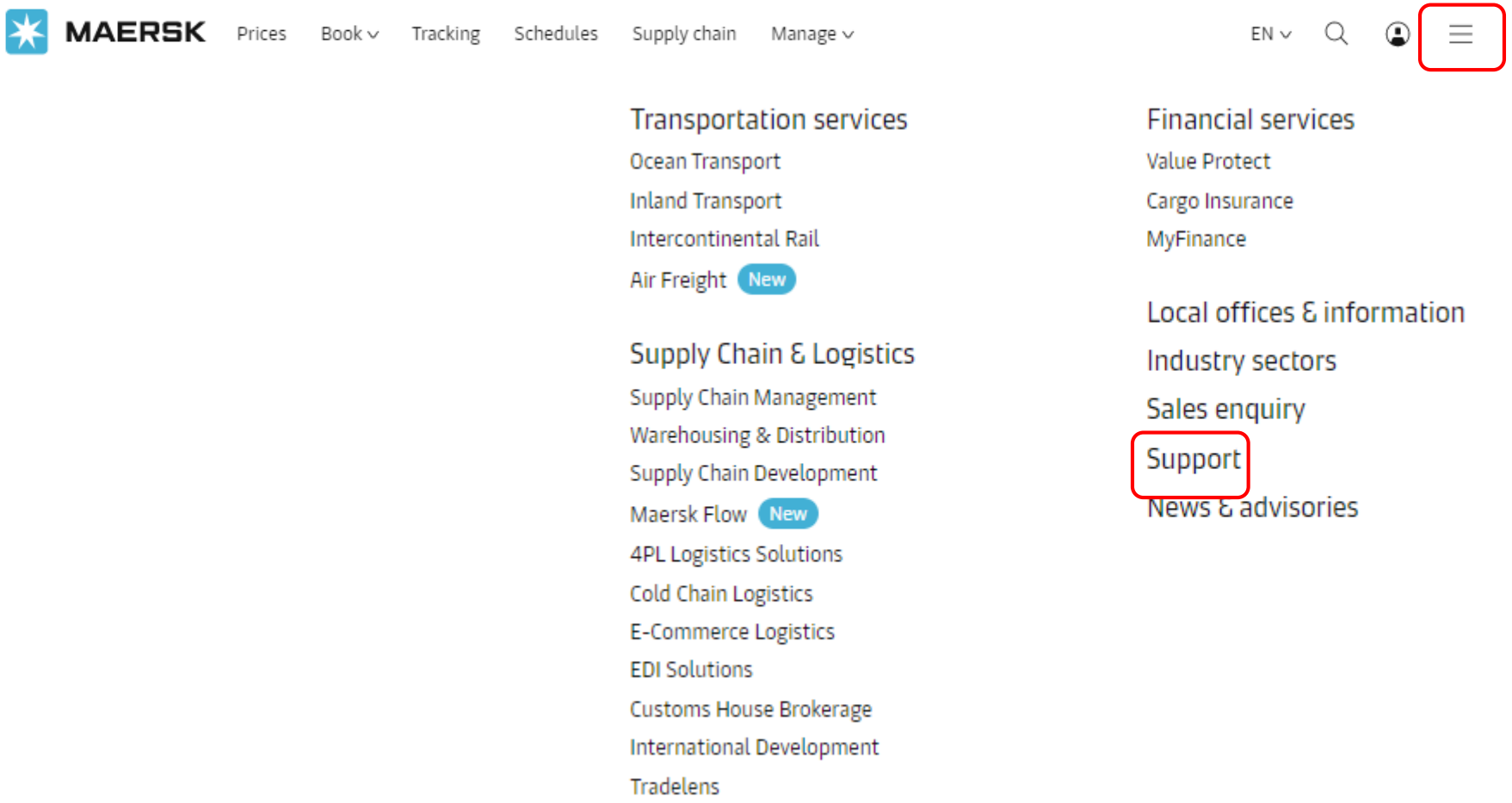
0 / 500

Would you like to add an attachment?

YES | NO

CANCEL | SUBMIT

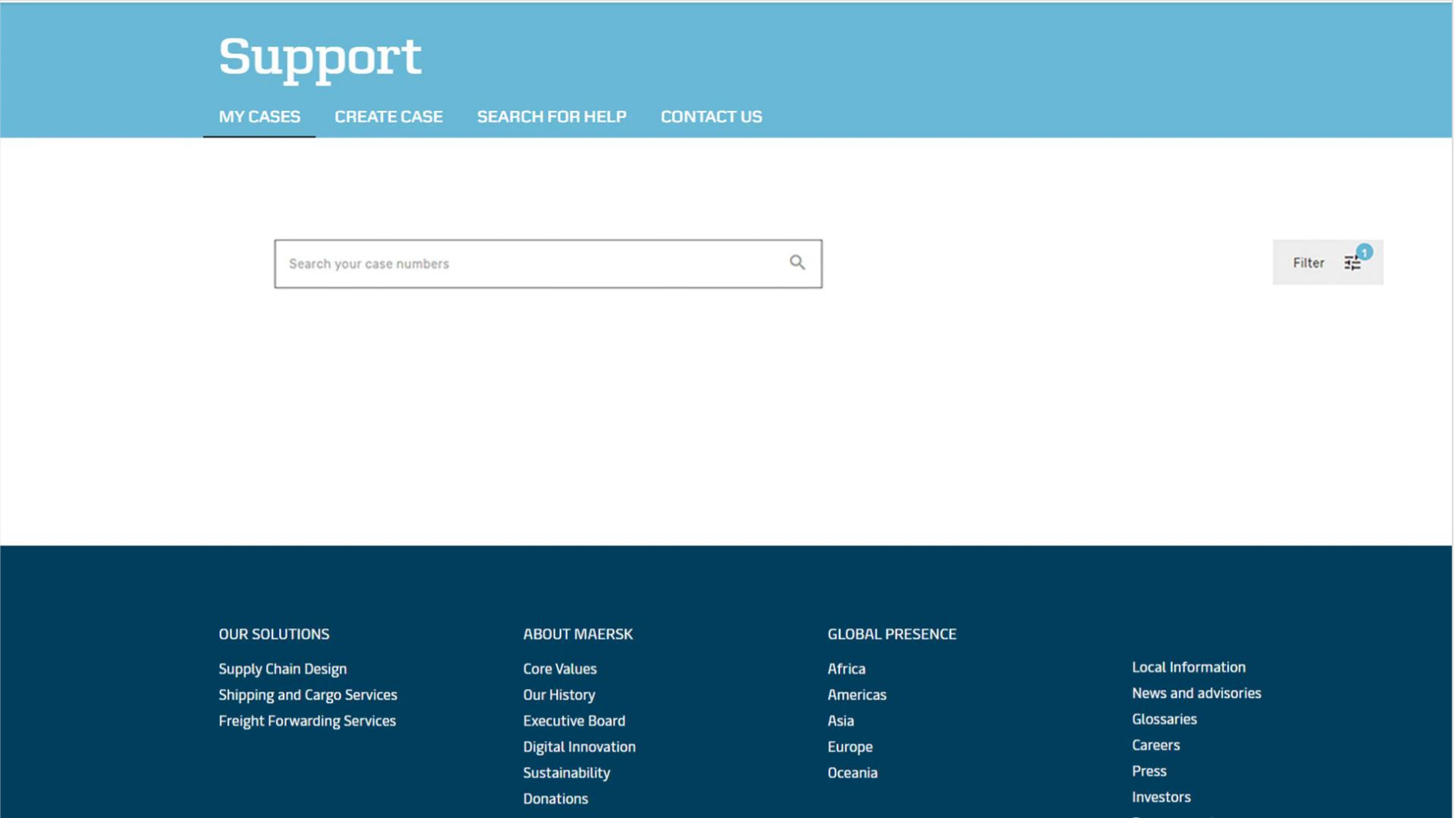
Fill in the form with the case details and click ***SUBMIT.***



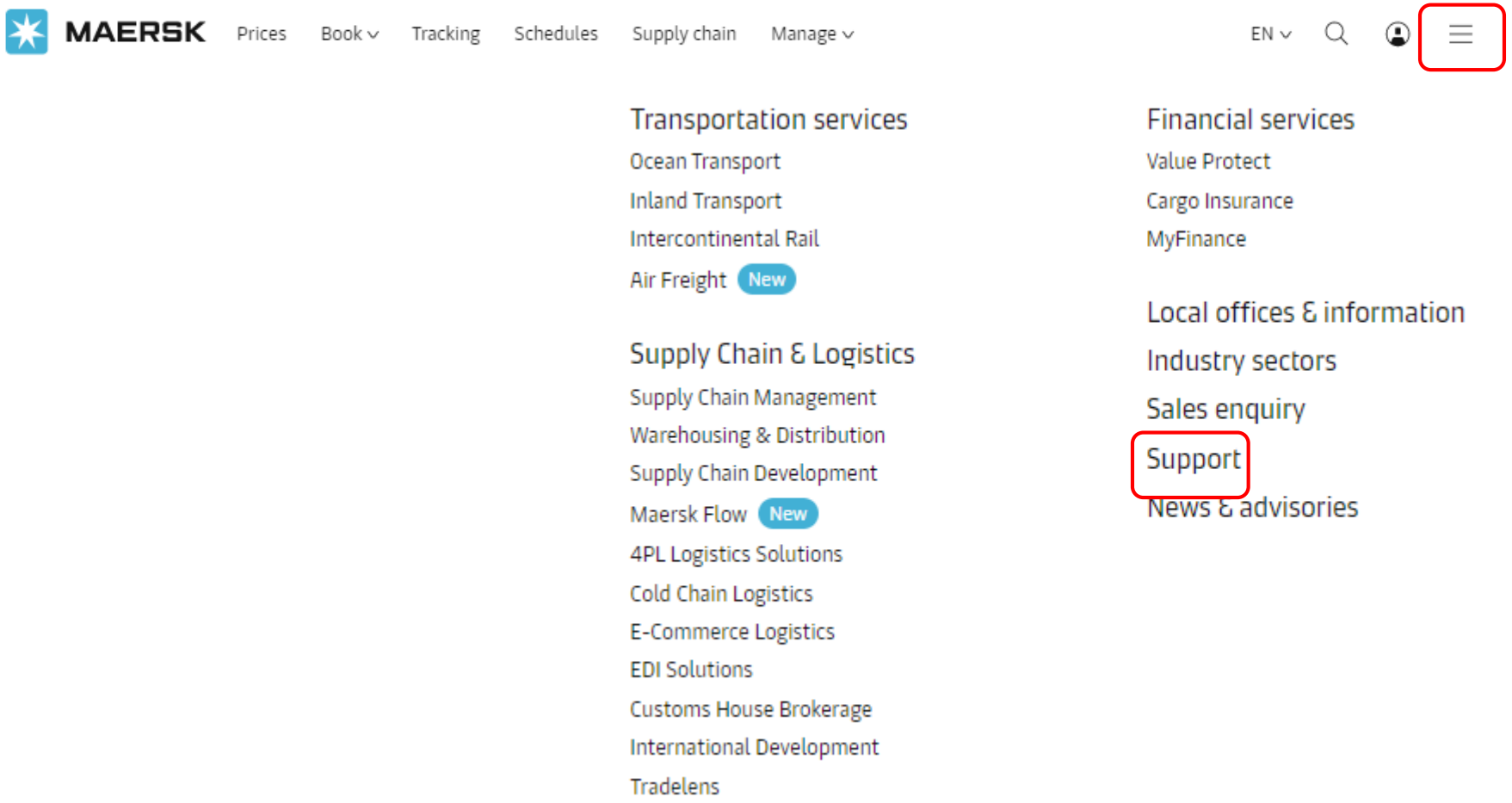
My Cases provides you with an overview of your customer service case(s).

You can see detailed information about each case, update the information as needed or reopen a case if it has not been resolved to your satisfaction.

Click ***HAMBURGER MENU*** in the top men to access our ***SUPPORT*** page.

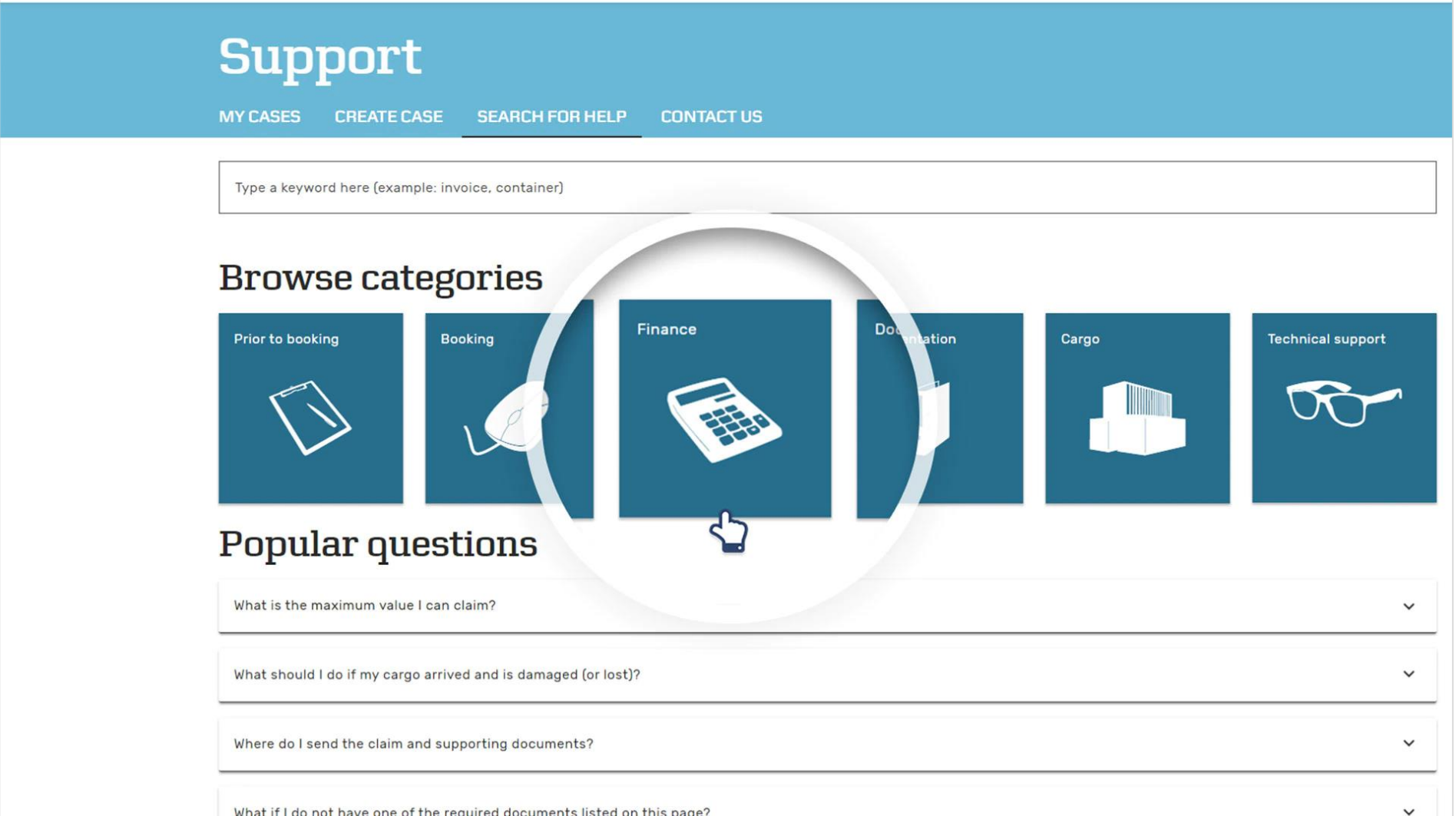


If you cannot see the case you want, you can search by entering the case details or via the category filters in the case overview. You can then click the case you want to view and update the case details as desired.

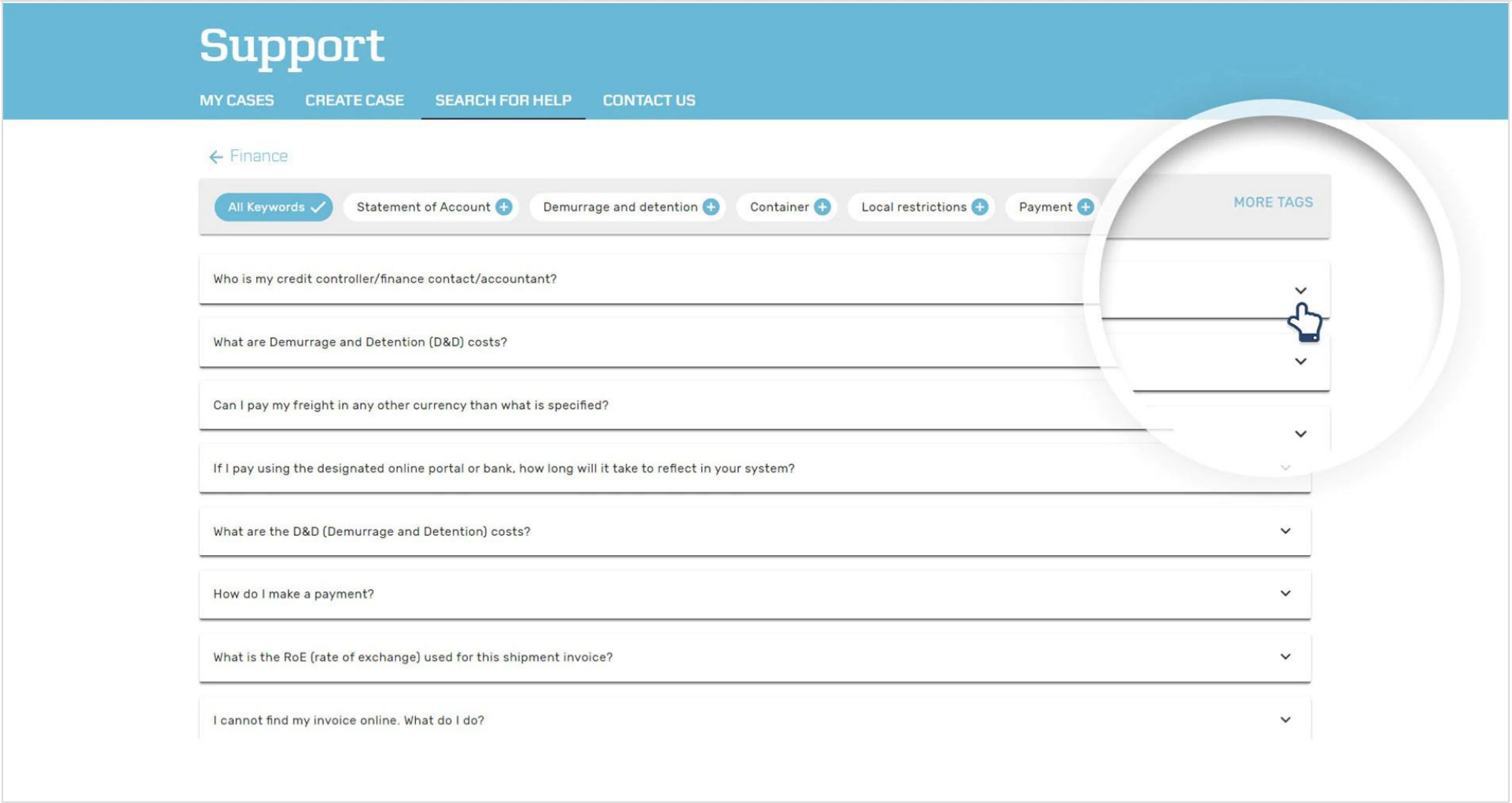


Find answers to your questions via our help database. You can search by keyword(s), browse by category or view our FAQs (Frequently Asked Questions) section. You can share help articles with others or give us feedback – which we will use to improve our help articles.

Click ***HAMBURGER MENU*** in the top men to access our ***SUPPORT*** page.



Search for a topic by keyword(s) or browse the categories.



Select the article you want to view.

Support

MY CASES | CREATE CASE | SEARCH FOR HELP | CONTACT US

← Finance

All Keywords | Statement of Account | Demurrage and detention | Container | Local restrictions | Payment | MORE TAG

Who is my credit controller/finance contact/accountant?

Details of a finance contact at Maersk can be found on you online statement in MyFinance.

SHARE FEEDBACK

Category: Finance

Tags: Statement of Account

What are Demurrage and Detention (D&D) costs?

Can I pay my freight in any other currency than what is specified?

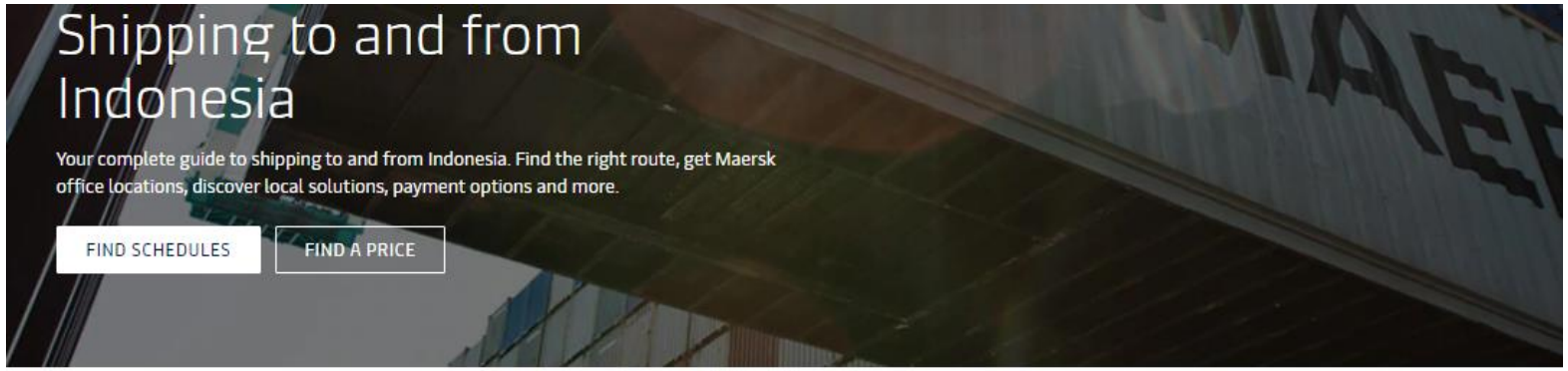
If I pay using the designated online portal or bank, how long will it take to reflect in your system?

What are the D&D (Demurrage and Detention) costs?

How do I make a payment?

You can share articles or submit feedback.

MAERSK



Overview | Import | Export | Payment | Local solutions | Routes

Local information

View: All

- Office — Bandar Lampung
- Port — Belawan International Container Terminal
- Port — Jakarta
- Main office — Jakarta
- Office — Medan

Main office
Jakarta

Address	Contacts	Opening hours
Office: International Financial Center Tower 2 (IFC 2 Tower) 41st Fl, Jl. Jendral Sudirman Kav 22-23, 10220, Jakarta, Indonesia	+6221 30065444 , +6221 50837911 Import related queries: id.import@maersk.com Export related queries: id.export@maersk.com	Mon-Fri 08:00-12:00 , 13:00 - 17:00

Counter:
Menara Batavia 15th Fl , Jl. K.H. Mas Mansyur Kav. 126 , 10220,

If you want to see specific information related to local regulation or process in specific country (such as demurrage & detention, BC 1.1, ROE (Rate of Exchange), payment information, and others local information, you can directly go to ***LOCAL INFORMATION (Indonesia)*** page.

MAERSK

MAERSK.COM

THANK YOU

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