



How to Check Space Over Your Contractual Allocation via www.Maersk.com

Easily Check Your Allocation king, Anytime, Anywhere

Dear Valued Customer,

As we bring more visibility and self-service options for your shipments, pleased to share that space reservation on your service contract can now be viewed on maersk.com/allocations, to check space utilised and the remaining FFE volume on vessels which have been reserved for your upcoming bookings.

What are the **benefits** of this visibility?


- ✓ **SEARCH FUNCTION.** Retrieve allocation results based on service contract number, service name, trade lane, allocation ID, shipment number, and vessel sailing week.
- ✓ **VISIBILITY ON ALLOCATION.** View only allocation with weekly commitment for allocation FFE already utilised, along with remaining space available for booking. Contracts with sporadic allocation, with allocated space reserved over a time range instead of a per weekly basis, would not be able to view weekly commitment.
- ✓ **PLAN SHIPMENTS.** Review shipment numbers of current bookings and FFE used, along with remaining space not utilised for each upcoming sailing week and respective mother vessel – for your upcoming booking.
- ✓ **MAINTAIN COMPLIANCE.** check the % fulfilment of the space reserved under contract, to ensure bookings fully utilise space and avoid curtailment due to non-compliance of contract allocation

What Are The **Pre-conditions**?

- ☐ **Allocation Manager** access needs to be granted to your user account (specific username and email) on maersk.com, and you would thus be able to view allocation granted to customers affiliated to your company.
- ☐ If your company is not affiliated with the contract owner's company or if you are acting on behalf of a customer as a 3rd party agent, we regret that access to this function will not be granted. Space checks for available allocation can instead be requested to local sales owner.

How Do I Get Access to View Allocation on Maersk.com?

If you are operating within the same organisation as the contract owner, please refer below for the steps to request for access on Maersk.com.

1. Login to maersk.com and go to the [support page](#)
2. Click on the **chat button**  at the bottom right of the screen
3. Select '**Technical Help**' to chat with our technical support agents
4. Type in the text field, "**Kindly grant my user account allocation manager access**"
5. Live help will seek approval and confirmation from your account sales owner. Once approval is granted, your user account will be able to view allocation for contract owner companies affiliated to your organization.

Kindly note that it may take several days for the sales account owner to grant approval. In the meantime, our local sales or customer service agent may reach out to you for further clarification on your access required.

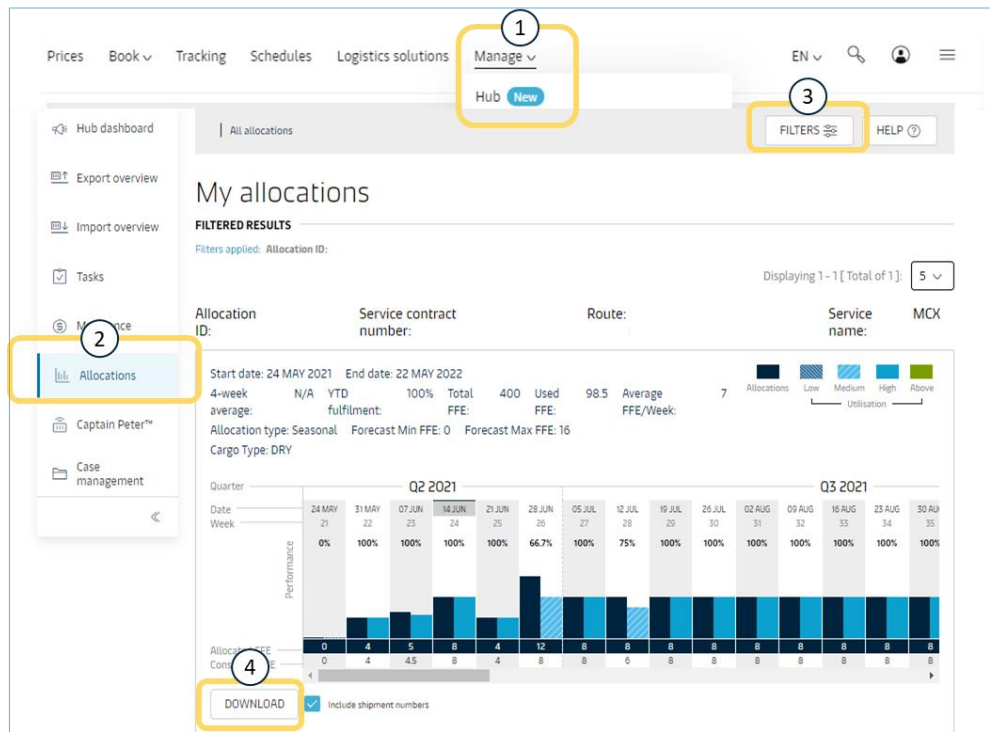
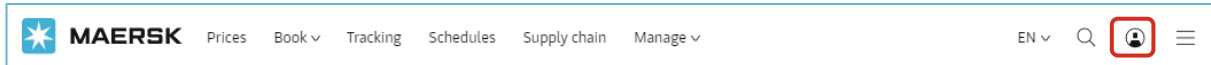
Please refer to the steps below, on how to view allocation once access has been granted on maersk.com.

Step-by-step guide To View Allocation

Once allocation manager access has been granted for your user account, you may access the following.

LOG IN to www.Maersk.com.

-- If you are failed to log in, CHAT technical support [here](#).



STEP #1. After login, click "**MANAGE**", then click "**HUB**"

STEP #2. Select **"ALLOCATIONS"** on the left panel of the page

STEP #3. Select **"FILTERS"** - to narrow search, to view allocation based on allocation ID, service contract number, shipment number, origin-destination pair, or service name and direction, then **"APPLY FILTER"**

Hub dashboard

Export overview

Import overview

Tasks

MyFinance

Allocations

Captain Peter™

Case management

FILTERS

HELP ?

Search by

☐ Allocation ID
☐ Service contract number
☐ Shipment number

Dates

From

To

Route/area

From

To

Service name/direction

[CLEAR FILTERS](#)

APPLY FILTERS

[× Close](#)



STEP #4. Select **DOWNLOAD** to retrieve report on weekly availability on respective service, mother vessel, week number with allocation utilised and space remaining for upcoming booking.

*Note: **Download functionality** is available on individual route or service level. Please select specific route/service using **filters** and then you should be able to download excel file.*

Website Feature Guidance

Click below button to find out more website feature guidance.

Simple Guidance



Illustrated Guidance



Should you have any concerns or questions, please do not hesitate to reach us.

We want to thank you for your business and look forward to continuously serving your global transportation needs.

Best Regards,
[Maersk Indonesia](#)