



## Instant Maersk.com Amendment for General and FMC SPOT Bookings

Dear Valued Customer,

We are pleased to announce a market leading change with our online experience with your SPOT, non-contractual FCL shipments. Effective 24<sup>th</sup> March 2023, we will be enabling instant amendments for your Maersk SPOT shipments (both general and FMC), to give you upfront visibility on the applicable freight rates, applicable fees, along with available sailing schedules.

With all information shown and collected upfront (digital signature for FMC online shipments), Maersk.com will then process your amendments to return a faster revised booking confirmation to the booked by and/or requestor email addresses. For full detail on benefit and change in experience, please refer to the details below.

### Improved Customer Experience for All SPOT Amendments:

- Both FMC and Non-FMC SPOT shipments can be amended instantly online, 24/7 round the clock (subject to stage of container movement, refer scenario table below)
- Real time space and equipment checks to show only sailings which Maersk can support
- Upfront freight rates (if shipment subject to re-rating when schedule changed by customer)
- Upfront fees shown, determined based on departure date (amendment, cancellation, no show fee reflected in 'Select Sailing' page – 'Price Breakdown' dropdown)
- Reduced time for revised booking confirmation sent to booked by party and/or requestor
- All price owner/booked by parties in shipment may amend SPOT on Maersk.com, regardless of initial booking channel (Maersk.com, MyMaersk, EDI, INTTRA, etc)

### Benefit with New FMC SPOT Amendment Journey:

- Online amendment journey for SPOT FMC will show respective amendment or no-show fee, depending on whether cancelled 7 days or less before ETD, respectively
- Hence, customer no longer has to cancel and rebook if they wish to amend the booking
- Intuitive journey for customer to give digital signature and other necessary information for FMC re-filling (as per US regulation for FMCs), to proceed with FMC SPOT amendment

**For full list of types of amendment now supported online, please refer to the table below, which follows the stages of container movement for your shipment.**



Type of online amendment	No containers picked up or linked to shipment	At least one container gated out (picked up, not gated in yet)	At least one container gated in
<b>Location</b>	Origin & destination changes	<u>Only</u> destination change	Not supported online
<b>Service mode</b>	Export & import service modes	<u>Only</u> import service mode	Not supported online
<b>Earliest departure date</b>	All ETD changes	All ETD changes	Not supported online
<b>Equipment</b>	Container size, type, count	Not supported online	Not supported online
<b>Parties in shipment</b>	Price owner and other parties	Price owner and other parties	Not supported online
<b>Haulage</b>	Depot location and pickup date	Not supported online	Not supported online
<b>Load address</b>	Load address and date/time	Not supported online	Not supported online
<b>Cargo</b>	Cargo commodity and cargo weight per container	<u>Only</u> cargo weight per container	Not supported online
For amendment requests not supported online, Maersk.com fields will be greyed out and return an error message accordingly			
Adding/removing rollable from SPOT is not supported on Maersk.com yet; customers may inform customer service only if they need to add rollable to their SPOT booking (at least 7 days prior ETD)			

If you have any questions our customer service representatives or Live chat team will be happy to help you. Thank you for your continued support.

Best regards,  
Maersk