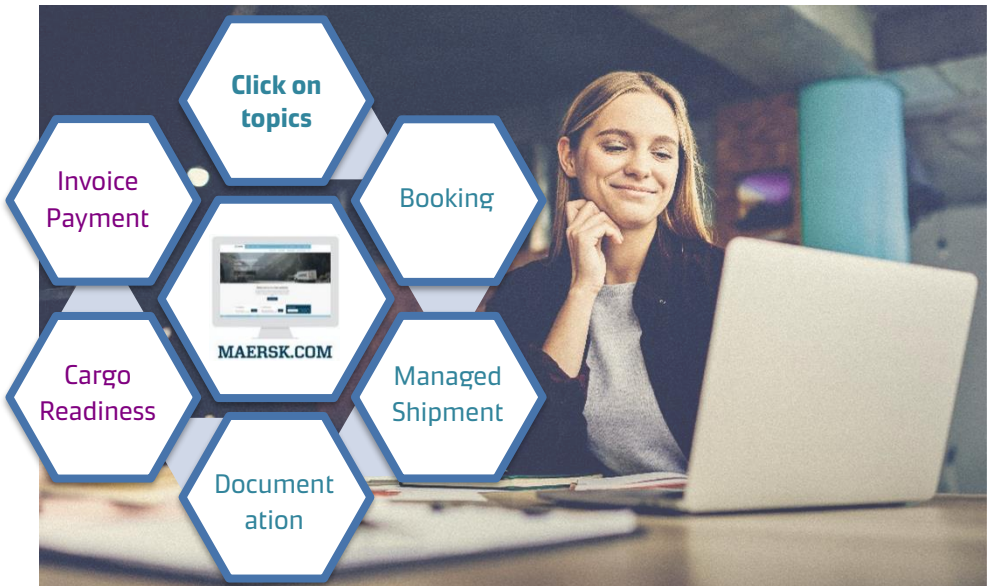


# Export Booklet

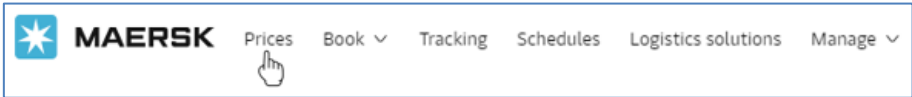
All you need to know in your export shipping journey







Registration video guideline – [YouTube](#), [Maersk.com](#)  
E-Guide ([link](#)) - Your 24 hours teacher for Maersk.com

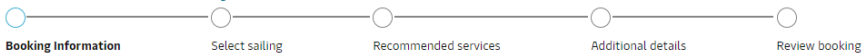
# 1. Price & Booking

You may [check rates](#) and [request quotation](#) online.



-  **Ocean and Maersk Spot**  
Book your Ocean & Inland shipments online at fixed container shipping prices and with a loading guarantee to know when they will arrive.
-  **Less-Than-Container Load (LCL)**  
With Maersk Less-Than-Container Load you have the flexibility to ship small amounts of cargo quickly based on your needs.
-  **Inland container shipping prices**  
Use our inland container shipping price look-up feature to find inland container rates online that are already included in your existing contract or look up our tariff rates.
-  **Ocean quote request**  
Request a freight quote, valid up to 90 days for standard and oversized ocean shipments.

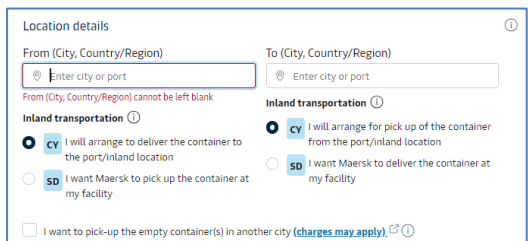
For Ocean and Spot rate, it will [redirect you to booking page](#) where you will be able to check the rates [instantly](#).



Enter your [Departure](#) location and [Arrival](#) location

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

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

A screenshot of the "Location details" form. It has two columns. The left column has a "From (City, Country/Region)" field with a placeholder "Enter city or port" and a red border. Below it is a note "From (City, Country/Region) cannot be left blank". Underneath is the "Inland transportation" section with two radio buttons: "CY" (selected) and "SD". The right column has a "To (City, Country/Region)" field with a placeholder "Enter city or port". Below it is another "Inland transportation" section with two radio buttons: "CY" (selected) and "SD". At the bottom, there is a checkbox "I want to pick-up the empty container(s) in another city (charges may apply)." with a help icon.

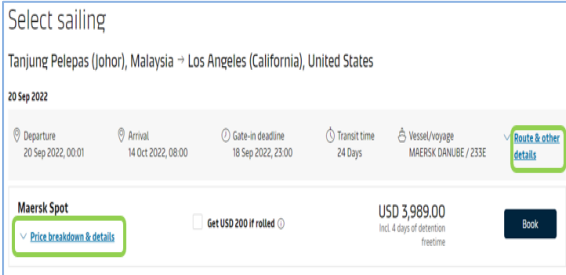
Proceed by filling up the [Commodity](#), [Container details](#) and [Price Owner](#).

Click on the [Price details](#) for more details on the highlighted price.

Alternatively, you may proceed to [enter the sailing date](#) and click [Continue](#) to book for more schedule option.

A price offer card titled "Your next available offer". It features a large blue box on the left with the date "03 OCT". To the right, the price is "1,471 USD" with "00" below it. Below the price, it says "All-inclusive, Spot rollable" and "1 x 40 Dry High". At the bottom of the card is a "Price details" button with a right-pointing arrow. Below the card are "Previous" and "Next" navigation arrows.

Now we are at Booking Tab 2: Select Sailing



- If you have contract with Maersk, you will see **Contract** options.
- If you don't have contract with Maersk, you will see **SPOT** and **Non-Spot** options.

You may check the latest **Demurrage and Detention Free Time** information and **SPOT Terms and Conditions** by clicking on the extension of **Details**.

Below **additional service** can be purchase from Recommended services tab:

- **Value Protect**
- **Export Customs Clearance**
- **Destination freetime extension**
- **Garments on Hangers Service**
- **Premium Quality Container**

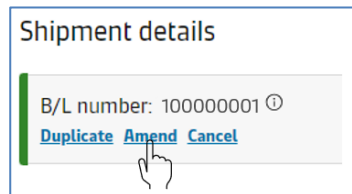
Next, proceed with **Additional details** tab to select available **depot** and **pick up date**. Then, **review** your booking details and **terms & condition**.

NOTE: Please ensure that you review all **details** before clicking on **Submit booking**.

## Amend Booking


In case you need to **amend/ cancel** booking, search or track your booking number and proceed to **Shipment Details**.

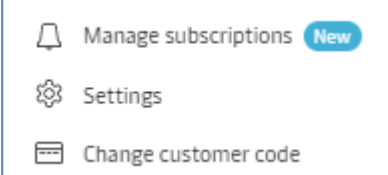
- Online Booking Amendment turn time: 1 hour
- Amendment on Price Owner, Commodity and Contract is **not allowed after container pick up**.
- Amendment and Cancellation fee are applicable for SPOT booking.






## 2. Manage Shipment

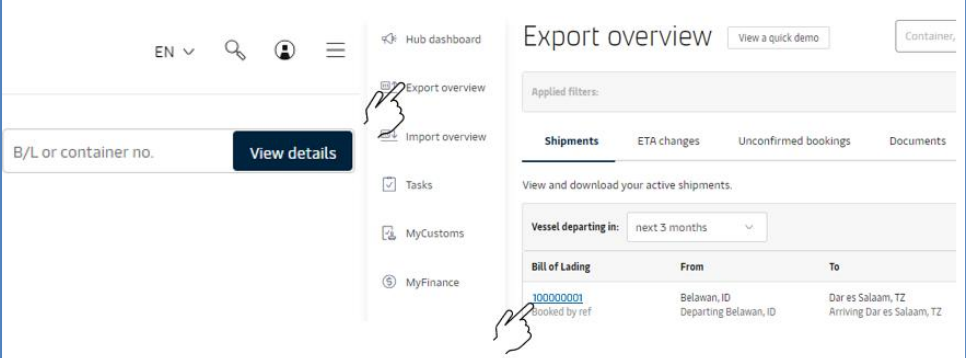
Keep track with your shipment -> Subscribe to container movement & transport plan changes notification on Maersk.com.

Click on  > Manage subscription



-  Manage subscriptions **New**
-  Settings
-  Change customer code

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



The screenshot shows the Maersk user interface. On the left is a navigation sidebar with options: Hub dashboard, Export overview (highlighted with a hand icon), Import overview, Tasks, MyCustoms, and MyFinance. Below the sidebar is a search bar with the placeholder text "B/L or container no." and a "View details" button. The main content area is titled "Export overview" and includes a "View a quick demo" button and a "Container" dropdown. Under "Applied filters:", there are tabs for "Shipments", "ETA changes", "Unconfirmed bookings", and "Documents". Below this, it says "View and download your active shipments." and a "Vessel departing in:" dropdown set to "next 3 months". A table titled "Bill of Lading" is shown with columns "From" and "To".

Bill of Lading	From	To
<a href="#">100000001</a> booked by ref	Belawan, ID Departing Belawan, ID	Dar es Salaam, TZ Arriving Dar es Salaam, TZ

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

### Shipment details

**B/L number:** 100000001 🔍  
[Duplicate](#) [Amend](#)

**📍 Tanjung Pelepas, MY**  
Departed 16 Sep 2023

**📍 Victoria, SC**  
Arrives 11 Oct 2023

**📦 1 x 20 Dry**  
Palm oil

Summary
Documents
Containers & VGM
Parties
Charges
Log

**0 tasks to complete** 🔍  
[View all tasks](#)

**3 documents issued** 🔍

Verify copy on 12 Sep 2023, 04:03 🔍

↓ [Booking confirmation](#) on 29 Aug 2023, 06:55

↓ [Equipment release order](#) on 29 Aug 2023, 06:53

**📄 Transport plan summary** 🔍

**Status:** On time

**Latest event and location:** Vessel departure at Pelabuhan Tanjung Pelepas Terminal, MY on 16 Sep 2023, 09:26  
[Track shipment](#) 🔍

**Origin**

**📍 Departure**  
from first port of loading  
**PELABUHAN TANJUNG PELEPAS TERMINAL, Tanjung Pelepas, MY**

**🕒 16 Sep 2023, 09:26**  
was 15 Sep 2023, 20:00

📍 SAN CHRISTOBAL, IBC | 3355

**Destination**

**📍 Arrival**  
at last port of discharge  
**Victoria Port Terminal, Victoria,**  
11 Oct 2023, 08:00 (ETA)  
📍 LASALLE, 36E | 339N

▶ Transport plan cha

**📄 Bill of Lading** 🔍

🔍 B/L will be available on vessel departure, subject to payment and without the need for an approval.

[Amend verify copy](#)

**Load and discharge details**

Cargo loaded on board (last container)  
15 Sep 2023, 20:53 at PELABUHAN TANJUNG PELEPAS TERMINAL
➔
Shipped on Board date

**📄 Booking details and references** 🔍

Booked by reference	Contract ID	Product type	Service mode
-	-	Maersk Spot	Merchant Haulage (CY) - Merchant Haulage (C

**Important dates**

Booking date:	29 Aug 2023, 06:44 (UTC) by TEAM CONTACT
Price calculation date:	29 Aug 2023

**Containers (1)**

MSKU1111111  
[View all container details](#)

**Summary** – to see an overview of the shipment details

**Documents** – to see the shipment documentation

**Containers & VGM** – to see an overview of the containers and VGM

**Parties** – to see all parties involves in this shipment

**Charges** - to see all pricing and payer details

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



MAERSK

You may view your [pending tasks](#) and [deadline](#) of the shipment from [Shipment Details](#).

All Tasks for B/L number: 100000001

- Due now (in 24 hrs)
- Due soon (within 3 days)
- Due (over 3 days)
- Task completed

Tasks	Due by
<a href="#">Submit VGM</a> <span style="color: green;">✔</span>	14 Sep 2023, 07:00
<a href="#">Submit shipping instruction</a> <span style="color: green;">✔</span>	14 Sep 2023, 23:00
<a href="#">Container gate in</a> <span style="color: green;">✔</span>	14 Sep 2023, 23:00
<a href="#">Pick empty container</a> <span style="color: green;">✔</span>	Unavailable

[Close](#)

The list of the pending task for all your shipment are also available on [Tasks bar](#).

Tasks

Vessel departing in: Next 7 days Task type: Submit shipping instructions Sort by: Task due date

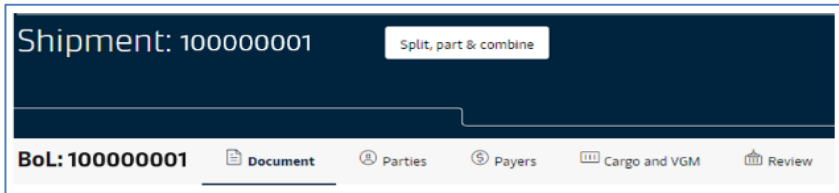
Bill of Lading	From	To	Tasks	Due date
<a href="#">100000001</a> Booked by ref 5000081	Belawan, ID Departing Belawan, ID 27 Sep	Dar es Salaam, TZ Arriving Dar es Salaam, TZ 21 Oct	<a href="#">Submit shipping instructions</a>	02 Oct, 20:00
<a href="#">100000002</a> Booked by ref 5000081	Belawan, ID Departing Belawan, ID 27 Sep	Dar es Salaam, TZ Arriving Dar es Salaam, TZ 21 Oct	<a href="#">Submit shipping instructions</a>	02 Oct, 20:00



## 3. Documentation

### Submit Shipping Instruction (SI)

Click on the [Submit Shipping Instruction](#) button from Shipment Details or Tasks bar. Complete the submission by filling up the 4 tabs below.



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

**Parties** – Update shipper, consignee, etc.

**Payers** – Update payment term and assign payer

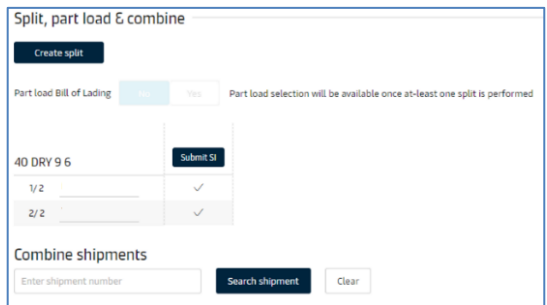
**Cargo and VGM** – Update cargo description, VGM and container details

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

Click on [Split, part & combine](#) button if require.

Click on [Create Split button](#), then arranged the container number as require. You may turn on Part load too if require.

If you wish to [combine](#) your other shipment(s) into one Bill of Lading, simply enter the shipment number to combine.





## Bill of Lading

The draft copy of Bill of Lading will be ready within 8 working hours upon the submission of Shipping Instruction.

Review the draft copy and amend online if required.

Export overview View a quick demo Container, K/L, number or Booked by Reference View details

Applied filters: ☆ Saved filters 🗑️ Shipment filters

Shipments    ETA changes    Unconfirmed bookings    **Documents**

Download the documents for your active shipments.

Vessel departing in: next 7 days    Document type: All documents

Bill of Lading	From	To	Documents
100000001	Port Klang, MY Departing: 14 Sep 2023, 21 Sep	Port Louis, MU Arriving: PORT LOUIS TERMINAL, MU 09 Oct	1x, Verify copy

### Shipment details

B/L number: 100000001 🔗 Duplicate 🔗 Amend    📍 Port Klang, MY 📅 Departed 14 Sep 2023    📍 Vancouver, CA 📅 Arrives 27 Oct 2023    📦 1 x 40 Dry High Machinery or mechan...

Summary    Documents    Containers & VGM    Parties    Charges    Log

0 tasks to complete 🔗 View all tasks

3 documents issued 🔗

- 📄 Waybill on 14 Sep 2023, 05:01
- 📄 **Certified True Copy of B/L** on 14 Sep 2023, 05:01
- 📄 Booking confirmation on 04 Sep 2023, 03:44

🗨️ Transport plan summary 🔗

**Status: Delayed by 3 days**  
**Latest event and location:** Vessel departure at Pelabuhan Tanjung Pelepas Terminal, MY on 20 Sep 2023, 23:02  
[Track shipment](#) 🔗

Origin 📍 → 📍 Destination

📄 Bill of Lading 🔗

- ✅ Waybill issued to **Maersk Sdn Bhd** on 14 Sep 2023, 05:01

🔗 Amend Waybill

🔗 B/L release

Bill of Lading will be auto-confirmed 24 hours after vessel departs. Amendment made after deadline are subject to additional charges.

**Electronic cargo release** – available for eOBL subscriber after OBL released to web.

**B/L release** – allow you to release B/L to other party

### Bill of Lading 🔗

✅ B/L issued to **Maersk Sdn Bhd** on 03 Oct 2023, 09:13

🔗 Electronic cargo release

🔗 Amend Bill of Lading

🔗 B/L release





### Submit Verified Gross Mass (VGM)

You may submit VGM in the shipping instruction.

**BoL: 100000001** Document Parties Payers **Cargo and VGM** Review

Give container details, VGM and seals

Container Details Seals and Additional Details

20 Dry Standard

Container number	Pkgs (count)	Cargo wt. (kg)	Volume (m <sup>3</sup> )	Tare wt. (kg)	VGM (kg)	VGM method
1/2 MSKU1111111	1	27000.000		2180		Select VGM method

Alternatively, you may submit via shipment details – containers & VGM page.

Summary Documents **Containers & VGM** Parties Charges Log

2 Containers Amend/Submit VGM for all

⚠ VGM submission pending: All (2) containers, Due: 07 Oct 2023, 01:00

Container	Size & type	Cargo weight	Volume	VGM	Latest event	More details
<a href="#">MSKU1111111</a> <a href="#">Amend</a>	20 ft Dry	27000 kg	-	⚠ Pending	Gate out empty at Malconrep Depot (M) Sdn. Bhd., MY	<a href="#">Haulage and cargo</a>

[Track container](#)



## 4. Cargo Readiness

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

*\*ETA – Estimated time of arrival*

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

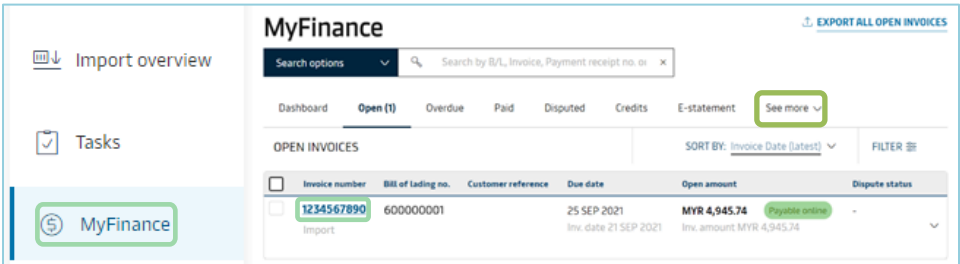
<https://www.maersk.com/local-information/asia-pacific/malaysia/export>



# 5. Invoice Payment

## Download Invoice

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



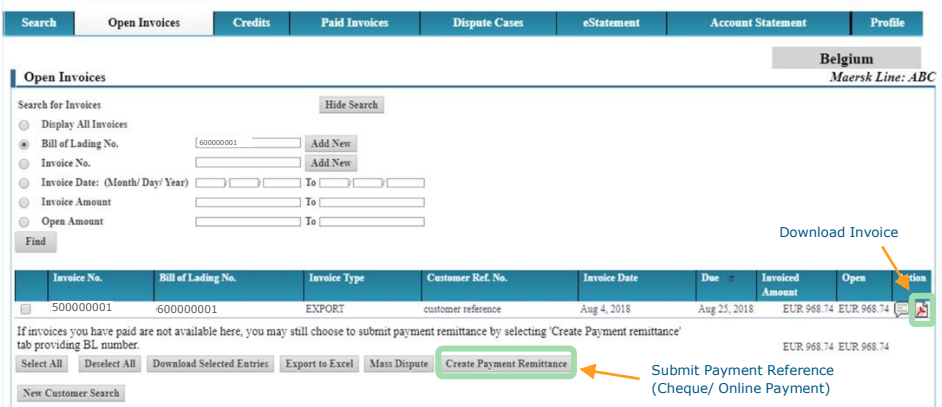
The screenshot shows the MyFinance dashboard. On the left, there are navigation options: 'Import overview', 'Tasks', and 'MyFinance'. The main area displays 'OPEN INVOICES' with a search bar and a table. The table has columns for Invoice number, Bill of lading no., Customer reference, Due date, Open amount, and Dispute status. One invoice is listed with invoice number 1234567890, bill of lading no. 600000001, due date 25 SEP 2021, and open amount MYR 4,945.74. A 'See more' button is highlighted in a green box above the table.

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

## Submit Payment Reference

You may submit your payment proof to MyFinance.

Click 'See more' > '3<sup>rd</sup> Party invoice search' > 'Redirect'



The screenshot shows the 'Open Invoices' section of the MyFinance interface. At the top, there are navigation tabs: Search, Open Invoices, Credits, Paid Invoices, Dispute Cases, eStatement, Account Statement, and Profile. The 'Open Invoices' tab is active. Below the tabs, there is a search area with a 'Hide Search' button and several search criteria: Display All Invoices, Bill of Lading No. (600000001), Invoice No., Invoice Date, Invoice Amount, and Open Amount. A 'Find' button is at the bottom left. Below the search area is a table with columns: Invoice No., Bill of Lading No., Invoice Type, Customer Ref. No., Invoice Date, Due, Invoiced Amount, Open, and Action. The first row shows invoice number 500000001, bill of lading no. 600000001, invoice type EXPORT, customer reference customer reference, invoice date Aug 4, 2018, due date Aug 25, 2018, and invoiced amount EUR 968.74. A 'Download Invoice' button is highlighted with an orange arrow. Below the table, there is a note: 'If invoices you have paid are not available here, you may still choose to submit payment remittance by selecting 'Create Payment remittance' tab providing BL number.' Below this note, there are buttons: Select All, Deselect All, Download Selected Entries, Export to Excel, Mass Dispute, and Create Payment Remittance. The 'Create Payment Remittance' button is highlighted with a green box and an orange arrow pointing to it. A text label 'Submit Payment Reference (Cheque/ Online Payment)' is placed next to the button.

Submit the payment reference via Create Payment Remittance button above.

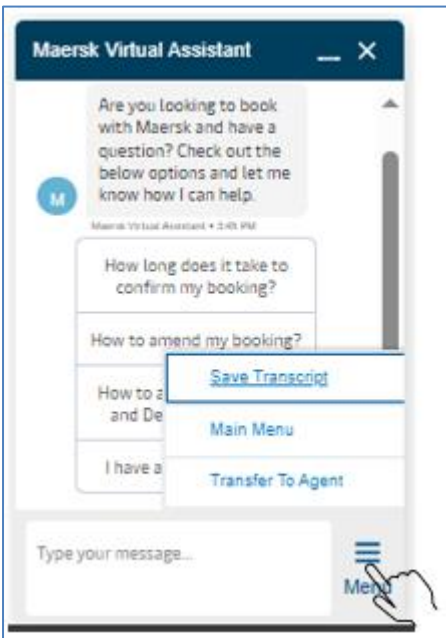
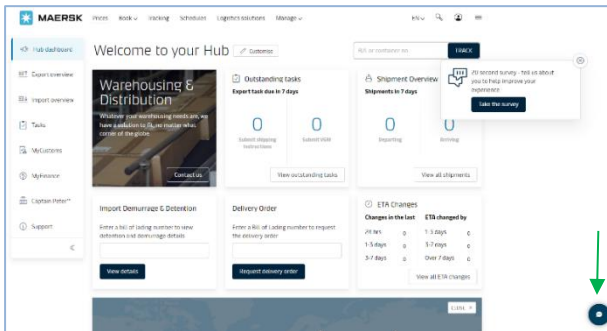


# Contact: We are here to assist

If at any time support is required.

## ChatBot

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



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





Mailbox (Export) : [my.export@maersk.com](mailto:my.export@maersk.com)

Customer Service Hotline : +60 3 8601 2940

Address : 13A-1-4, Level 13A, IMAZIUM,  
No.8 Jalan SS 21/37, Damansara Uptown,  
47400 Petaling Jaya, Selangor

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

