

Procedure of Reefer booking process and cancellation

Dear our valued customers,

We would like to update our procedure of Reefer booking process and cancellation.

Step1 – Customer must contact Maersk Sales DSGSINMMRSAL@MAERSK.COM to complete the contract and request booking at mm.export@maersk.com.

Step2 – We reserve the container(s) and provide "Booking Confirmation" to customer along with Online Booking Note (OBN). Container number will be "To Be Advised" (TBA).

Step 3 – Customer approach to assigned depot for set up required temperature as booked and for Empty collection.

Any cancellation request of shipment(s)/containers,

If less than 7 days to vessel ETA, it would be subjected to cancellation fee 50 USD per container.

If prior 7 days to vessel ETA, it would be subjected to cancellation fee 5000MMK/per container plus Detention fee per standard tariff rate (*without Freetime allowance*).

Reefer Temperature Adjustment,

For any adjustment to temperature set point after booking confirmation is released, it would be subjected to 100 USD per frequency/container.

Export customer service:

Brand	Email
Maersk	mm.export@maersk.com

Thank you for your support. If any further information is required, please feel free to contact us as above mentioned.

Sincerely yours,
Maersk Line Myanmar Ltd

Maersk Line Myanmar Ltd.

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