



How to search for support:

Click on the **Hamburger** menu located at the top right corner of the web page Or Click on **“Support”** icon

The screenshot shows the Maersk Hub dashboard. At the top, there is a navigation bar with the Maersk logo, 'Prices', 'Book', 'Tracking', 'Schedules', 'Logistics solutions', and 'Manage'. On the right side of the navigation bar, there are icons for language (EN), search, user profile, and a hamburger menu icon. A blue dashed box highlights the hamburger menu icon, with a callout bubble that says 'Click on the **Hamburger** menu'. Below the navigation bar, the main content area is titled 'Welcome to your Hub' and includes a 'Customise' button. There are several cards for 'Outstanding tasks', 'Shipment Overview', and 'Import Demurrage & Detention'. A large survey banner is also present. On the left side, there is a sidebar menu with various options. A blue dashed box highlights the 'Support' icon in the sidebar, with a callout bubble that says 'Or Click on **“Support”** icon'. The hamburger menu is open, showing a list of support categories: 'Transportation services' (Ocean Transport, Cross Border Rail Transportation, Inland Transport, Air Freight, Less than Container Load (LCL)), 'Digital solutions' (Data Integrations, Captain Peter, Emissions Dashboard, Maersk App, MyFinance), 'Supply Chain & Logistics' (Supply Chain Management, Warehousing & Distribution, Customs Services, Supply Chain Development, Maersk Flow, 4PL Logistics Solutions, Cold Chain Logistics, E-Commerce Logistics, International Development), 'Local offices & information', 'Industry sectors', 'Insights', 'Contact us', 'Support', and 'News & advisories'. A 'Close' button is visible in the top right corner of the menu.



Search by keyword(s) or Click on Related Topics

Search required query by typing the keyword(s) in the search bar or Click on Related Topics



MAERSK

Prices

Book

Tracking

Schedules

Logistics solutions

Manage

EN



How can we help you?

Search by keywords, topics or questions

Most asked questions

Common troubleshooting topics:

- Booking
- Demurrage and detention
- Submitting SI
- Register
- Documentation

[How to access Demurrage & Detention details?](#)

[What is a free time and Demurrage and Detention \(D&D\) offer for Maersk Spot?](#)

[What types of containers and sizes do you offer services for?](#)

[How to view, download and share invoices?](#)

[How much freetime do I have on my container?](#)

Main topics

Prior to booking

Everything you need to start working with Maersk.

[View all](#)

Logistics Solutions

All the key information about the services Maersk provides in the shipping and logistics industry.

[View all](#)

Booking

Easily find answers to your booking questions such as how to book or make changes to your shipments.

[View all](#)

Documentation

What's a Bill of Lading? Find out this and more about the documentation required when transporting your goods.

Cargo

Understand more about your cargo, including tracking and delivery of your shipments.

Finance

Get to know MyFinance and find out more about payments, invoicing and expense management.





Search by keyword(s):

- ✓ For example, if customer types "Booking" then all the articles with the word "Booking" in it will be shown to the customer.
- ✓ Customer can select the article they want to view.

- ✓ Customer can see the details for the selected question.
- ✓ Customer can also share and provide feedback on the article.

The screenshot shows the Maersk website's search interface. At the top, the Maersk logo and navigation menu are visible. A search bar contains the text "Booking". Below the search bar, a list of search results is displayed, including questions like "Can I merge several of my bookings into one?" and "Can I authorise my suppliers to place bookings on my behalf?". On the left side, there are sections for "Most asked questions" and "Main topics", with "Booking" highlighted as a main topic.

The screenshot shows the details of a selected FAQ article titled "How can I find my booking?". The article content explains that to find a booking, the user needs to enter their booking number in the tracking system. Below the article, there is a feedback section with "Was this information useful?" and "Yes/No" buttons. To the right, there is a "Share" button with a dropdown menu for social media sharing options (LinkedIn, Facebook, Twitter, Email, Copy link, WeChat). On the far right, there are sections for "FAQ topics" and "Shipping glossaries".



Search by Topic

- ✓ For example, if customer Click on Topic "Booking".
- ✓ Customer can select the Main Topics" they want to view.

Common troubleshooting topics:

- Booking**
- Demurrage and detention
- Submitting SI
- Register
- Documentation

- [Can I merge several of my bookings into one?](#)
- [Can I authorise my suppliers to place bookings on my behalf?](#)
- [What governing regulations affect bookings on US trades?](#)
- [Can Maersk only manage my bookings for Maersk Ocean shipments?](#)
- [Is Booking Services available globally?](#)

Main topics

Prior to booking

Everything you need to start working with Maersk.

[View all](#)

Logistics Solutions

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[View all](#)

Documentation

What's a Bill of Lading? Find out this and more about the documentation required when transporting your goods.

[View all](#)

Cargo

Understand more about your cargo, including tracking and delivery of your shipments.

[View all](#)

- ✓ Customer can see related article to click the one they want to view
- ## Prior to booking

☰ Start typing to filter

All prior to booking FAQs

1-12 of 70 items

- Are there any exceptions when it comes to shipping cargo to/from Russia?
- Can I add a new user to my company?
- Can I buy Maersk Contracts online?
- Can I change my username?
- Can I change the company name in my profile?
- Can I edit my company profile?
- Can I increase my allocation on a Flat Allocation contract?

- ✓ Customer can also share and provide feedback on the article.

Can I increase my allocation on a Flat Allocation contract?

[Allocation](#) [Commitment](#) [Contract booking](#)

The allocation is fixed at the point of contracting but does include the option of additional allocation if your business needs change. Learn more about [Flat Allocation](#)

Was this information useful?

Yes

No

Share

- LinkedIn
- Facebook
- Twitter
- Email
- Copy link
- WeChat

FAQ topics

- Logistics Solutions
- Prior to booking
- Booking
- Documentation
- Cargo
- Finance

Related FAQs



Shipping Glossaries & Website Guide:

Scroll down to get more options such as Shipping glossaries, Website guide, Contact us, etc.

Maersk Glossaries

Need more information before shipping? Here's all you need to know in order to navigate the details pertaining to your cargo, commodities, and costs. If you require additional information, kindly contact us.

Contact us



Shipping terms

Read up on the various shipping definitions commonly used during the process of shipping cargo all over the world.



Commodity Database

Read up on which category your product falls under in our handy commodity database, and see what temperature you need to keep them in as they move in transit.



Surcharge Definition

Not sure what you are paying for when you start shipping? Check here for a comprehensive list of what the fees mean, and if it's applicable to your cargo.



Charges of Value Added Services

Charges for additional services to provide extra value beyond the basic ocean transport service.

