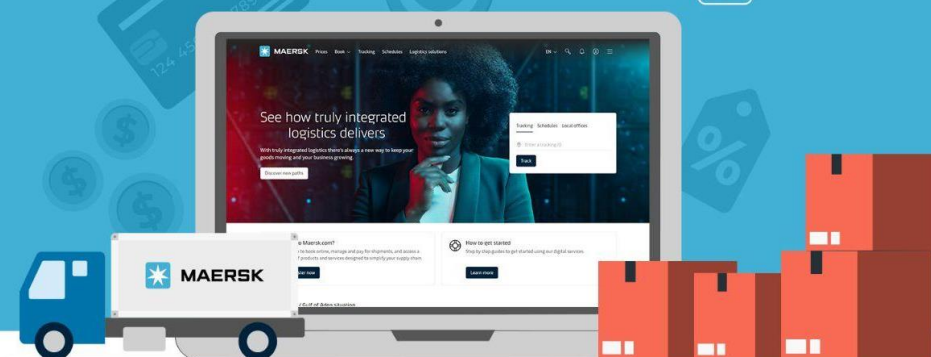


Instant Booking Amendment



Instant Maersk.com Amendment for General and FMC SPOT Bookings

We are pleased to announce a market leading change with our online experience with your SPOT, non- contractual FCL shipments. Effective 24th March 2023, we have enabled 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:

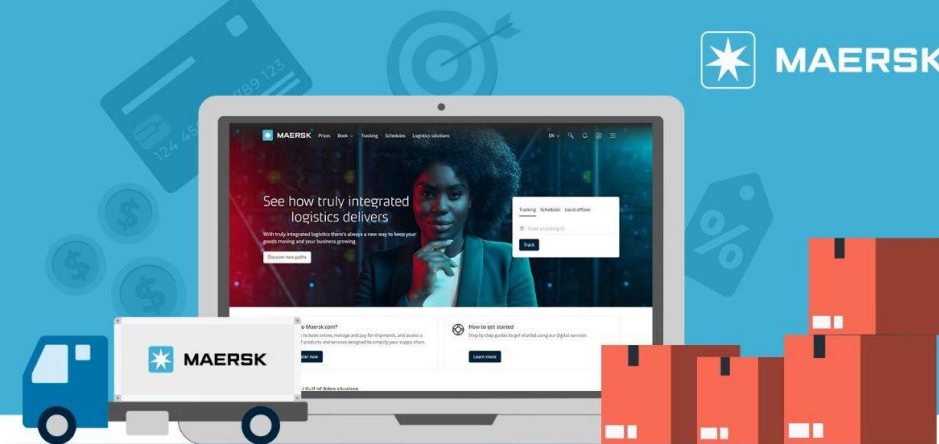
- Both FMC and Non-FMC SPOT shipments can be amended instantly online, 24/7 round the clock (subject to stage of container movement, refer scenario table below)
- Real time space and equipment checks to show only sailings which Maersk can support
- Upfront freight rates (if shipment subject to re-rating 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.

Instant Booking Amendment

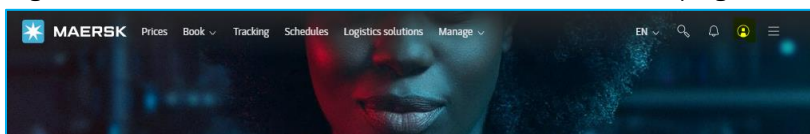


Type of online amendment	No containers picked up or linked to shipment	At least one container gated out (picked up, not gated in yet)	At least one container gated in
Location	Origin & destination changes	<u>Only</u> destination change	Not supported online
Service mode	Export & import service modes	<u>Only</u> import service mode	Not supported online
Earliest departure date	All ETD changes	All ETD changes	Not supported online
Equipment	Container size, type, count	Not supported online	Not supported online
Parties in shipment	Price owner and other parties	Price owner and other parties	Not supported online
Haulage	Depot location and pickup date	Not supported online	Not supported online
Load address	Load address and date/time	Not supported online	Not supported online
Cargo	Cargo commodity and cargo weight per container	<u>Only</u> cargo weight per container	Not supported online

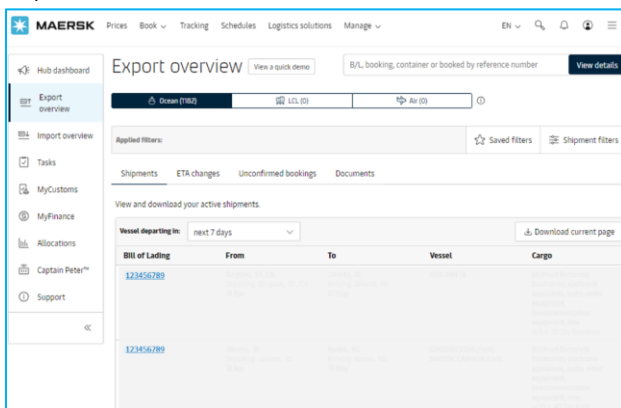
For amendment requests not supported online, Maersk.com fields will be greyed out and return an error message accordingly. Adding/removing rollable from SPOT is not supported on Maersk.com yet; customers may inform customer service only if they need to add rollable to their SPOT booking (at least 7 days prior ETD).

Quick guidance on how to amend a booking online:

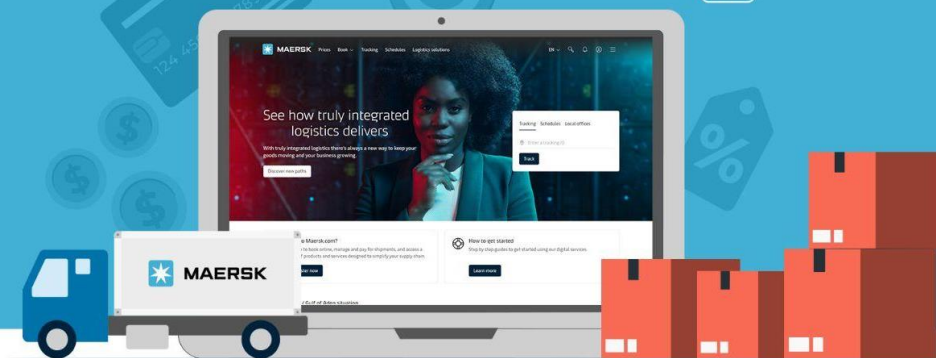
1. Log-in to Maersk.com then click **Account icon** located at the top right corner of the home page and Login.



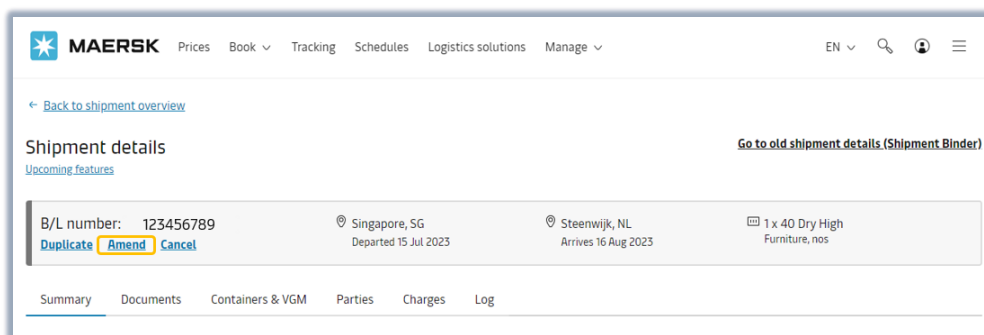
2. Hover on **Manage** in the top menu and select **Export Overview** to track shipments or to search for a shipment.



Instant Booking Amendment



- When you have found the relevant shipment, click it to access the **Shipment Details**.
- Under Summary tab of Shipment Details, Click **Amend** and enter the amendment details.



- Click **Request Amendment**.