



myemaersk.maersk.com

User Guide

REGISTRATION

Register on [myemaersk](#) to start working with you import and export shipments.



Use local account to login

User name

Password

☐ Remember me

Login

[Create new user account](#)

[Forgot password?](#)

STEP1

1. Open and click [Create new user account](#)



Create new user account

User details

User name	
Password	
Password must be at least 6 characters. Password must have at least one lowercase ('a'-'z') and one uppercase ('A'-'Z').	
Confirm password	
First name	
Last name	
Email address	
Role	Customer ▼

Company details

Company name	
Country	Poland ▼
City	
Address	
Phone number	
Zip code	

☒ I accept [Registered user terms](#), [Privacy and cookie policy](#)

[Register](#)

STEP2

2. Fill in registration form

- Fill in details: User name(Login), Password, Name, Last Name, email address
- Choose relevant role: CUSTOMER
- Fill in full company name
- Choose relevant country
- Fill in company address (city, street, company phone number, zip code)
- Accept terms and conditions
- Click [Register](#)

STEP3

When you receive email from MYEMAERSKPL@maersk.com, please follow the link in this email and confirm your email address.

Hello,

You have received this email because this email address was used when registering on the website [myemaersk](http://www.myemaersk.maersk.com). If you have never registered on this site just ignore this letter.

Please use the following link to confirm your email address: <http://www.myemaersk.maersk.com/Account/Confirm...>

After confirming email address operator will process your request for registration and you'll get another letter stating that the account is activated and you can start to work on the website <http://www.myemaersk.maersk.com>.

Best regards, Maersk Line.

STEP4

System administrator confirms your registration request and you will receive final email that your account is activated

Hello,

Your account LOGIN on the website <http://www.myemaersk.maersk.com> is activated.

You can login and start to work.

Best regards, Maersk Line. Please DO NOT reply to this message

NOW YOU CAN LOGINE-MYEMAERSK

MAIN IMPORT TABS



Import



ALL

Capture your core import arrivals information in tab ALL

Here you can find the list of all your import containers in all statuses.

Use filter as per ETA date or search function to find needed containers or bill of lading.

You can also search multiple values in search.



Import



NEW

Work with your release and inland delivery requests in tab NEW

All arriving containers without import instructions are listed in tab NEW. You can place import instructions: release in port requests or inland delivery requests for single container or for multiple containers using templates.



Import

All New Awaiting Maersk Line Finalized Templates

AWAITINGMAERSKLINE

Trace the status of your requests in tab Awaiting MAERSK LINE

When you submit your import instructions, your requests go directly to customer service department for action. You can see the progress on your requests from status: New, In progress.



Import

All New Awaiting Maersk Line Finalized Templates

FINALIZE

See your processed release and inland delivery requests in tab FINALIZE

When your requests are completed by customer service, their status changed to Processed and transferred from Awaiting Maersk Line to Finalized tab.



Import

All New Awaiting Maersk Line Finalized Templates

TEMPLATES

Create templates for your frequent import requests in tab TEMPLATES

If your import requests always contain the same information (e.g. Delivery request: delivery address, contact person, payers, etc), you can fill in template and apply it for multiple containers with the same details.

IMPORT INFORMATION

- ☐ The list of all your arriving shipments (bill of lading, container numbers, type and size)
 - ☐ Vessel name
 - ☐ First load and Final discharge ports
 - ☐ Estimated time of arrival (ETA)
 - ☐ Service mode (CY or SD)
 - ☐ City and date of delivery for scheduled inland delivery requests
 - ☐ Status of your delivery or release requests
-
- ☐ Train status updates



ABC Customer ▾

Import

All

New

Awaiting Maersk Line

Finalized

Templates

Shipment, B/L, Container no.

SEARCH

ETA from

24/06/2018

to

24/07/2018

FUNCTIONS

	Shipment no.	Container	Vessel	From	To	Service mode	Place of delivery	Delivery date	Consignee	Status	Train Status
	Bill of lading number Link to b/l on main site	Container number Container size type	Vessel name Vessel code & Voyage	First load port ETD	Final discharge port ETA	CY or SD	City of delivery	Date of delivery	Consignee name Consignee code	Request status	Train name ETA Train status
	575644969 my.maerskline.com	MSKU0000001 20' DRY	MARSTAL MAERSK 1NM823W	Xingang 17/05/2018	Gdansk 13/07/2018	SD Inland delivery	WROCLAW	04/07/2018 07:00	ABC customer 12300000000	Processed	
	575645000 my.maerskline.com	MSKU0000002 + (4 more) 40' HDRY	MARSTAL MAERSK 1NM823W	Xingang 17/05/2018	Gdansk 13/07/2018	CY Release in port			ABC customer 12300000000	New	
	575645064 my.maerskline.com	MSKU0000003 + (1 more) 20' DRY	MARSTAL MAERSK 1NM823W	Xingang 03/06/2018	Gdansk 13/07/2018	CY			ABC customer 12300000000		

SHIPMENT OVERVIEW

Click on the booking number and go to Shipment overview screen, where you can find additional information:

- 1.Transport Plan
- 2.Bill of lading cargo description
- 3.PIN number (if container already released)
- 4.Weight
- 5.Cargo type

 **MAERSK LINE** IMPORT EXPORT

< back to overview

ABC Customer

B/L no.: 800000000 , Container no.: MSKU0000001 

Overview

Delivery/Release order

Documents

Trucker

Consignee

ABC Customer

Consignee code

12300000

Final port of discharge

Gdansk

Final vessel

MAGLEBY MAERSK

Final vessel ETA

20/07/2018

Service mode

SD

Final place of delivery

Koziegłowy

Release to party

Lawful B/L holder

B/L no.

800000000

Container no.

MSKU0000001

Container type

20' DRY

Business unit

Maersk Bangkok (Bangkok)

Last request to GCSS

Last update from GCSS

04/07/2018 13:02:02

3

PIN number

4

Weight

21060.000

5

Reefer

-

IMO

-

OOG

-

1

2

B/L cargo description

Submit

+

Transport plan

From	To	Mode	Vessel	Voyage	ETD	ETA
LAEM CHABANG PORT B1	Pelabuhan Tanjung Pelepas Terminal		MAERSK LOME	813S	16/06/2018 16:00	18/06/2018 15:00
Pelabuhan Tanjung Pelepas Terminal	DCT Gdansk SA		MAGLEBY MAERSK	824W	26/06/2018 03:00	20/07/2018 17:00
DCT Gdansk SA	EUROTERMINAL SLAWKOW				22/07/2018 17:00	24/07/2018 17:00
EUROTERMINAL SLAWKOW	Koziegłowy				24/07/2018 17:00	25/07/2018 17:00

TEMPLATES

Create templates for your frequently used import instructions and apply templates for multiple containers requests.

□ ADD A NEW TEMPLATE

1. Go to the tab **Templates**, press **FUNCTION>Add new template**

The screenshot shows the Maersk Line web interface. At the top, the 'IMPORT' tab is selected and highlighted with a red box. Other tabs include EXPORT, GSC/OTCS, TRUCKS, TRAINS, and REFERENCE. The user's name 'ELENA KHEN' is visible in the top right corner. Below the navigation bar, the 'Import' section is displayed. A horizontal tab bar contains 'All', 'New', 'Pending tasks', 'Awaiting Maersk Line', 'Finalized', and 'Templates'. The 'Templates' tab is selected and highlighted with a red box. Below this tab bar, there is a search bar with the placeholder text 'Template name' and a 'SEARCH' button. A table with the following headers is visible: 'Template name', 'Import instructions', 'User', and 'D'. To the right of the table, a 'FUNCTIONS' dropdown menu is open, showing two options: 'Add new template' and 'Delete template'. Both the 'FUNCTIONS' button and the 'Add new template' option are highlighted with red boxes.

MAERSK LINE

IMPORT EXPORT GSC/OTCS TRUCKS TRAINS REFERENCE

ELENA KHEN ▾

Import

All New Pending tasks Awaiting Maersk Line Finalized Templates

Template name SEARCH

Template name	Import instructions	User	D
---------------	---------------------	------	---

FUNCTIONS ▾

- Add new template
- Delete template

2. Choose type of import instructions for template: **Release in port** or **Inland delivery**



[< back to overview](#)

Template: New



Template name	
Forwarder	
Import instructions	Release in port Inland delivery

3.Fill in relevant instructions and press Save.

NOTE:Add to the end of template name: Release in port or Inland delivery, so you can differentiate easily templates

Inland delivery templates should be applied to SD bookings and CY bookings (in case import shipment is needed)

Release in port template form

Template: New

Save

Template name

Forwarder

Import instructions

Release in port

Release to party

Release to party email

Customer reference

Empty return depot

Customer comments/Special requirements

Invoicing

Invoice reference

Payer for local destination charges

Payer for demurrage & detention charges

Save

Inland delivery template form

Template: New

Save

Template name

Forwarder

Import instructions

Inland delivery

Email for the train notification

Direct truck

Delivery address

City

Street

Zip code

Company name

Contact person

Phone number

Vet cargo

Phyto cargo

Add second delivery address

Customer reference

Customer comments/Special requirements

Invoicing

Invoice reference

Payer for local destination charges

Payer for demurrage & detention charges

Save

CHANGETEMPLATE

Press needed template line, enter template from, change details and click **Save**.

DELETETEMPLATE

Tick needed tempalte and press FUNCTIONS>Delete template. In pop up window, click **Remove**

Confirmation

Are you sure you want to delete this template?

Close

Remove

RELEASE IN PORT (SINGLE CONTAINER)

Go to the tab New or All and find needed tpdoc or container number as per SEARCH option.

Click needed tpdoc and go to **Delivery/Release order** tab.

 **IMPORT** EXPORT GSC/OTCS TRUCKS TRAINS REFERENCE

ELENA KHEN ▾

Import

All New Pending tasks Awaiting Maersk Line Finalized Templates

584410146

SEARCH

ETA from 27/05/2018 to 26/06/2018

FUNCTIONS ▾

CS PIC OTCS PIC Customer Delivery date X Service mode Port

	Shipment no.	Container	Vessel	From	To	Service mode	Place of delivery	Delivery date	Consignee	Status
☐	 584410146 my.maerskline.com	MSKU0814609 40' HCRY	MARGRETHE MAERSK 1XM818W	Ningbo 14/05/2018	Gdansk 15/06/2018	CY			DSV AIR 12300188288	

In Delivery/Release order tab choose Import instruction: **Release in port** Fill in mandatory details and click **Submit**

B/L no.: 584410146, Container no.: MSKU0814609 

Overview

Delivery/Release order

Documents

Trucker

Change log

Set instructions on template

Submit

Consignee

DSV AIR

Forwarder

Import instructions

Release in port

Import instructions user and date

Release in port

Release to party

Release to party email

Customer reference

Optional

Release date

Empty return depot

Customer comments/Special requirements

Optional

Invoicing

Invoice reference

Optional

Payer for local destination charges

Payer for demurrage & detention charges

Submit

RELEASE IN PORT (MULTIPLE CONTAINERS)

Go to the tab New or All and find needed tpdocs or container numbers as per SEARCH option.
Tick needed tpdoc and press FUNCTION>Set instruction on template

 **IMPORT** EXPORT GSC/OTCS TRUCKS TRAINS REFERENCE

ELENA KHEN ▾

Import

All New Pending tasks Awaiting Maersk Line Finalized Templates

SEARCH ETA from to

CS PIC

OTCS PIC

Customer

Delivery date **X**

Service mode

Port

	Shipment no.	Container	Vessel	From	To	Service mode	Place of delivery	Delivery date	Consignee
☒	 584410146  my.maerskline.com	MSKU0814609 40' HRY	MARGRETHE MAERSK 1XM818W	Ningbo 14/05/2018	Gdansk 15/06/2018	CY			DSV AIR 1230018828
☐	 584410148  my.maerskline.com	PONU0540051 20' DRY	MARGRETHE MAERSK 1XM818W	Ningbo 14/05/2018	Gdansk 15/06/2018	SD Inland delivery	Tychy		DSV AIR 1230018828

FUNCTIONS ▾

- Change empty return depot
- Change pick up depot
- Nominate forwarder
- Nominate PIC
- Remove delivery date
- Remove from e-maersk.eu
- Refresh data from GCSS
- Send notification to customer
- Set customs clearance place
- Set instructions on template**
- Set status
- Upload document

Choose needed Template from the dropdown list and press **Set**

Set instructions on template



Template name

Template name ▾

Close

Set

INLAND DELIVERY (SINGLE CONTAINER)

Go to the tab New or All and find needed tpdoc or container number as per SEARCH option. Click needed tpdoc and go to Delivery/Release order tab.

 **MAERSK LINE** IMPORT EXPORT GSC/OTCS TRUCKS TRAINS REFERENCE ELENA KHEN ▾

Import

All

New

Pending tasks

Awaiting Maersk Line

Finalized

Templates

584410148

SEARCH

ETA from 27/05/2018 to 26/06/2018

FUNCTIONS ▾

CS PIC ▾

OTCS PIC ▾

Customer ▾

Delivery date X

Service mode ▾

Port ▾

	Shipment no.	Container	Vessel	From	To	Service mode	Place of delivery	Delivery date	Consignee	Status
☐	584410146 my.maerskline.com	MSKU0814609 40' HDRY	MARGRETHE MAERSK 1XM818W	Ningbo 14/05/2018	Gdansk 15/06/2018	CY			DSV AIR 12300188288	
☐	584410148 my.maerskline.com	PONU0540051 20' DRY	MARGRETHE MAERSK 1XM818W	Ningbo 14/05/2018	Gdansk 15/06/2018	SD Inland delivery	Tychy		DSV AIR 12300188288	

Fill in mandatory details and press **Submit** Mandatory fields: Delivery date and Time

B/L no.: 584410148, Container no.: PONU0540051

Overview

Delivery/Release order

Documents

Trucker

Change log

Consignee

DSV AIR

Forwarder

Import instructions

Inland delivery

Import instructions user and date

Customer cargo description in English

Set instructions on template

Submit

Inland delivery

Desired delivery date and time

Delivery date status

Email for the train notification

Direct truck

☐

Direct truck is unavailable later than 48 hours before delivery time

City

Tychy

Street

Zip code

Company name

Optional

Contact person

Phone number

Add second delivery address

Customer reference

Optional

Customer comments/Special requirements

Optional

Invoicing

Invoice reference

Optional

Payer for local destination charges

Payer for demurrage & detention charges

Submit

INLAND DELIVERY (MULTIPLE CONTAINERS)

Go to the tab New or All and find needed tpdocs or container numbers as per SEARCH option.

Tick needed tpdoc and press FUNCTION>Set instruction on template.

MAERSK LINE **IMPORT** EXPORT GSC/OTCS TRUCKS TRAINS REFERENCE ELENA KHEN ▾

Import

All **New** Pending tasks Awaiting Maersk Line Finalized Templates

Shipment, B/L, Container no. **SEARCH** ETA from to

CS PIC OTCS PIC Customer Delivery date Service mode Port

	Shipment no.	Container	Vessel	From	To	Service mode	Place of delivery	Delivery date	Consignee
☒	584410146 my.maerskline.com	MSKU0814609 40' HDRY	MARGRETHE MAERSK 1XM818W	Ningbo 14/05/2018	Gdansk 15/06/2018	CY			DSV AIR 1230018828
☐	584410148 my.maerskline.com	PONU0540051 20' DRY	MARGRETHE MAERSK 1XM818W	Ningbo 14/05/2018	Gdansk 15/06/2018	SD Inland delivery	Tychy		DSV AIR 1230018828

FUNCTIONS ▾

- Change empty return depot
- Change pick up depot
- Nominate forwarder
- Nominate PIC
- Remove delivery date
- Remove from e-maersk.eu
- Refresh data from GCSS
- Send notification to customer
- Set customs clearance place
- Set instructions on template**
- Set status
- Upload document

Choose needed Template from the dropdown list and press **Set**

Set instructions on template



Template name

Template name ▾

Close

Set

NOTE: Inland delivery templates should be applied to SD bookings and CY bookings (in case import shipment is needed)