

MAERSK UAE

SERVICE TIMELINES

BOOKING

- 1  **Booking Confirmation**
Business Hour
- 1  **Online Booking Amendment**
Business Hour
- 8  **Email Booking Amendment**
Business Hour

24/48hr 

Booking for Sanction Destination
Business Hours

ONLINE CHAT

7AM - 9PM

Monday to Friday

8AM - 5PM

Saturday

COMMUNICATION

UAE Export
AE.EXPORT@MAERSK.COM

UAE Import
AE.IMPORT@MAERSK.COM

Dispute
DISPUTES@MAERSK.COM

Documentation
AE.EXPORT@MAERSK.COM

OOG Rate Quotation
SPECIALCARGORATES@MAERSK.COM

DOCUMENTATION

- 1  **Online BL Amendment**
Business Hour
- 1  **Paid to Release (P2R)**
Business Hour
- 2  **SSDO**
Business Hour
- 2  **DO Amendment / Extension**
Business Hour
- 3  **Manual BL Amendment**
Business Hour
- 4  **DG Booking Approval**
Business Hour
- 5  **Dispute Resolution**
Business Days
- 8  **Online SI Manifestation**
Business Hours
- 8  **Case Resolution**
Business Hours
- 8  **OOG Shipments Approval**
Business Hours
- 12  **Manual SI Submission**
Business Hours