

Dear Valued Customer,

We recognize the importance of providing you with reliable solutions for seamless experience on your shipments.

Please see below our online solutions and user guide available to you:

Web services: available 24/7

- Track your Shipment [Cargo Tracking](#)
- Access your Local, Freight, Demurrage Invoices and Statement of Account: [myFinance](#)
- Import Delivery Readiness – [myEasyRelease](#)
- Online [delivery order](#) request
- Refund - [Online Refund Application](#)
- Find a Schedule <https://www.maersk.com/schedules/>
- Find a Price [Online Quote](#)
- Enjoy loading guaranteed and fixed price: [Maersk SPOT](#)
- Export Load Readiness – [myExportDoc](#)
- View [Import demurrage and detention details](#) and manage your shipments via [import shipment overview](#) or [export shipment overview](#)

We encourage you to register on our website www.maersk.com to access the full bouquet of Maersk solutions and services from the comfort of your office or home on any internet enabled device. You can also download the Maersk Mobile App from [Google Play Store](#) (Android) or from [App Store](#) (iPhone and Apple Devices).

Useful guide and additional information:

- Website online [guide](#)
- FAQs: [Export](#) and [Import](#)
- Country and local office [information](#)
- Supply chain and logistics service offerings - <https://www.maersk.com/supply-chain-logistics>

And, as part of our commitment to you on excellent service delivery, our dedicated teams are reachable via below channels to cater to specific queries:

Telephone lines are open 9:00am to 4:00pm, Mondays to Fridays excl. public holidays

+234 17 002 100 / +234 1 2 279 176

Import queries and concerns

ng.import@maersk.com

Export queries and concerns

ng.export@maersk.com

Logistics

ng.logistics@lns.maersk.com

Refund

ngarefund@maersk.com

Outstanding reconciliation

ngfin@maersk.com

Thank you for choosing Maersk and you are guaranteed an unforgettable positive customer experience with us.

Best regards,

Maersk Nigeria Limited