

# Customer Advisory

## Cut Off Change - Sihanoukville

February – 13<sup>th</sup> - 2025

Dear Value Customer,

We thank you for your continuous support to our service.

We would like to inform that from the ETD of week 08 onwards, for all vessel services of **IA9 & I10** have been changed the cut off from the Pro-forma window to the actual vessel arrival. Except vessel services of **K01 & I28** are still remain unchanged based on the Pro-forma window. So, please kindly help to refer to the below table for the Cut Off detail of each vessel services and port of loadings.

With the above timeline of the cut off change, we will also stop collecting the copy of the Export Customs Document submission to our office at Sihanoukville. As we will only collect the Original Export Customs Document by the Cut off timeline.

Below is the detail cut off of those services:

Service	ETD	Terminal	CY Cut-off at Terminal	SI & VGM Cut-off	Empty Pick-up Cut-off	Original Export Customs Document Submission Cut off	Booking Closure
PNH	Friday	Phnom Penh (TS11)	Fri 17:00 (PM)	Sat 10:00 (AM)	Thur 16:00 (PM)	Fri 17:00 (PM)	Thur 10:00 (AM)
PNH	Sunday	Phnom Penh (LM17)	Sat 14:00 (PM)	Sat 10:00 (AM)	Fri 16:00 (PM)	Sat 14:00 (PM)	Fri 10:00 (AM)
PNH	Wednesday	Phnom Penh (LM17)	Tue 23:00 (PM)	Tue 12:00 (PM)	Tue 10:00 (AM)	Tue 12:00 (PM)	Mon 20:00 (PM)
K01	Sunday	Sihanoukville	Sat 14:00 (PM)	Sat 12:00 (PM)	Fri 16:00 (PM)	Sat 12:00 (PM)	Fri 10:00 (AM)
I28	Thursday	Sihanoukville	Wed 08:00 (AM)	Tue 15:00 (PM)	Mon 20:00 (PM)	Tue 15:00 (PM)	Mon 20:00 (PM)
I10	Tuesday	Sihanoukville	ETA (Vessel Arrival) - 24hrs	ETA (Vessel Arrival) - 26hrs	ETA (Vessel Arrival) - 26hrs	ETA (Vessel Arrival) -12hrs	ETA (Vessel Arrival) - 26hrs
IA9	Wednesday	Sihanoukville	ETA (Vessel Arrival) - 24hrs	ETA (Vessel Arrival) - 26hrs	ETA (Vessel Arrival) - 26hrs	ETA (Vessel Arrival) -12hrs	ETA (Vessel Arrival) - 26hrs

**Maersk KH Guidance:** (Click [Link](#) -> KH Guidance)

- [How to check the vessel arrival date \(ATA\) at the terminal on MAERSK site](#)

Incase you have any further inquiry. Please do not hesitate to contact our customers service agent on below channels:

- Call Center Mainline: +855 23 962 592

- Business Email Address: [KH.EXPORT@maersk.com](mailto:KH.EXPORT@maersk.com) / [KH.IMPORT@maersk.com](mailto:KH.IMPORT@maersk.com)

Classification: Public

We would like to wish you have a nice day ahead.

Thanks with highly appreciated for continuing with MAERSK

Best Regards,  
Maersk (Cambodia) Ltd