

19th August 2024

**-Maersk Go- Booking Amendment Process Change**

Dear Valued Customer,

We would like to inform you of an important update regarding the booking amendment process for Maersk Go services. Currently, the web-based amendment feature is not available, and amendments to schedule or additional container volume requests are managed via email without any penalty charge. However, please be aware that our Daily Rate is variable and may fluctuate frequently, potentially leading to discrepancies between the confirmed rate and the rate at the time of arrangement.

To ensure that your rates are accurately reflected, we are introducing a new process for repricing related amendments as outlined below.

We apologize for any inconvenience this may cause and thank you for your cooperation in advance. Should you have any questions or need further assistance, please contact the Maersk Go Customer Experience team.

**New Amendment Process**

**【 1 】** Log in to [maersk.com](https://maersk.com) and review your preferred schedule for your container under the "Booking" section.

- Use the "Re-book a previous shipment" or "Book a new shipment" search options.
- Please note that changes can only be made if the rate is displayed on the web.
- If the vessel is fully booked at the time of arrangement, we may not be able to proceed with the change.

**【 2 】** Send the Required Information via Email:  
Contact : [maerskgosupport@maersk.com](mailto:maerskgosupport@maersk.com)

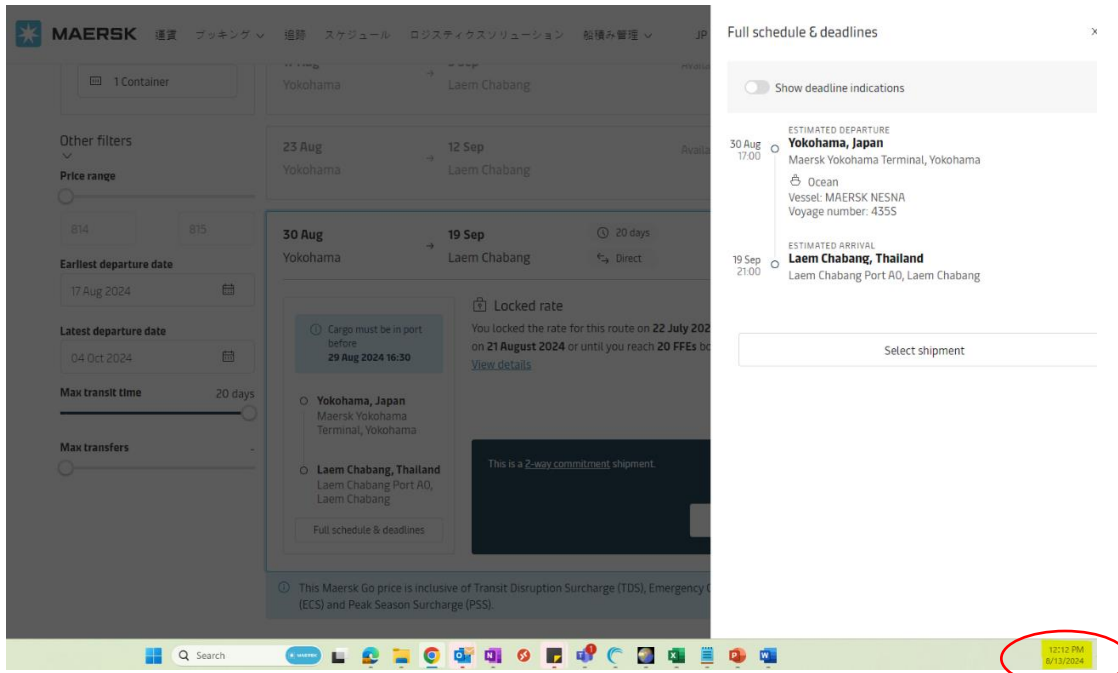
-Have you confirmed the rate for the schedule you plan to change on Maersk Go? (Yes/No):

-To ensure the rate is accurately reflected, please include a screenshot of the rate you confirmed on the web, along with the date and time displayed at the bottom right of your monitor. If a screenshot is not provided, we will apply the rate at the time of our arrangement, which may differ from the rate you confirmed.

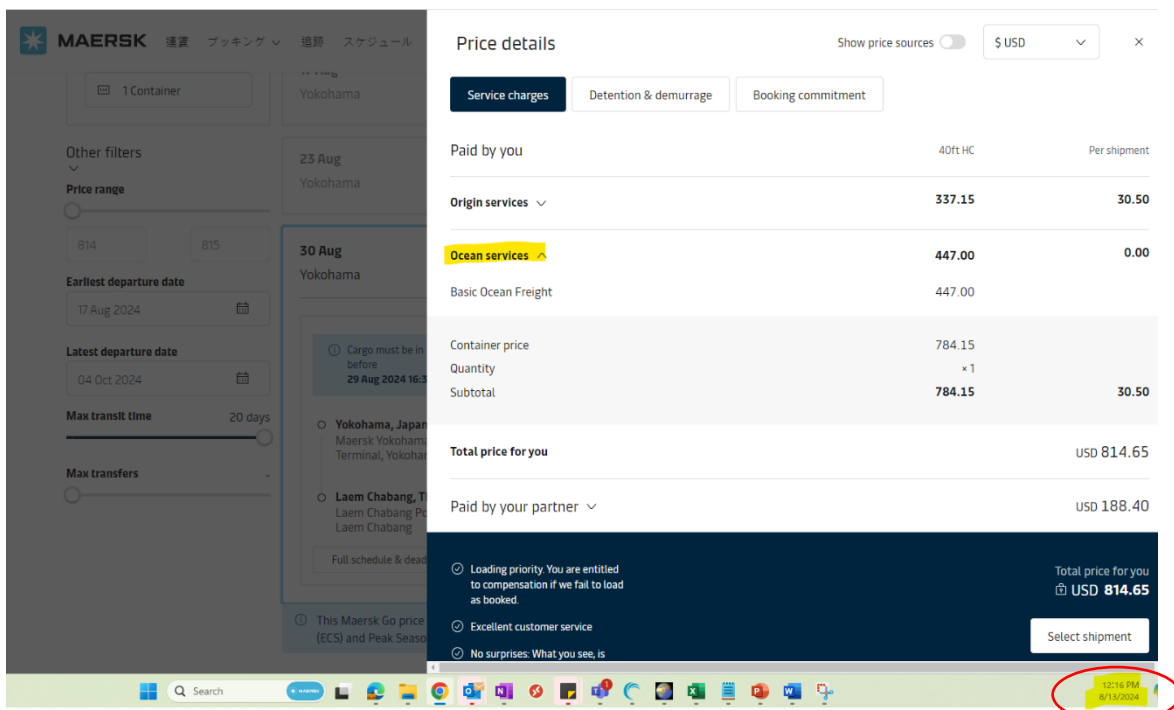
Is the screenshot attached? (Yes/No):

[3] Take a screenshot of the displayed **①Route②Ocean freight** along with **the date and time at the bottom right of the monitor.**

**① Route screen : Full schedule & deadlines**



**② Ocean freight screen : View price details -> Ocean services**



Sincerely,  
Maersk Go Customer Experience / Maersk AS