

27 March 2023

Spot booking 정정 기능 개선 안내 (Instant Amendment for Spot)

고객 제위,

머스크를 이용해주셔서 감사합니다.

2023년 3월 24일부로 www.maersk.com에서 Spot 부킹 (FMC 부킹 포함)에 대한 Instant Amendment 기능이 확대되었음을 알려드립니다. 특히 이번 FMC 부킹 정정 기능 강화는 당사의 디지털 혁신 여정에서 가장 기다려온 개선 사항 중 하나였으며 앞으로도 원활한 웹 부킹 정정을 통해 더 나은 고객 경험을 제공할 수 있도록 항상 노력하겠습니다.

개선 사항:

- FMC 부킹에 대한 웹 정정 활성화 (캔슬 & 신규 부킹 접수 과정을 거치지 않고 정정 접수 가능)
- 부킹 정정 컨펌 시간 단축
- 정정 비용 표시 (Fees included USD XX)
- 최초 부킹 접수 채널(WWW.MAERSK.COM, EDI, INTTRA 등)에 관계없이 www.maersk.com을 통한 계약당사자(Price owner)와 부킹회사(Booked by party)의 온라인 정정 접수

온라인 정정은 컨테이너 픽업, 반입 여부에 따라 일부 제한됩니다. 온라인에서 접수 가능한 부킹 정정 종류는 하기 링크를 통해 확인 부탁드립니다.

[Amendment on maersk.com for NON-FMC and FMC Spot bookings](#)

추가 문의사항 있으신 경우 언제든지 머스크 해운업무팀으로 (수출: KR.EXPORT@MAERSK.COM, 수입: KR.IMPORT@MAERSK.COM) 연락 주시기 바랍니다.

감사합니다.

머스크

27 March 2023

Instant Amendment on Maersk.com for NON-FMC and FMC SPOT Bookings

Dear Valued Customer,

We are pleased to announce a market leading change with our online experience with your SPOT, non-contractual FCL shipments. Effective 24th March 2023, we will be enabling instant amendments for your Maersk SPOT shipments (both NON-FMC and FMC), to give you upfront visibility on the applicable freight rates, applicable fees, along with available sailing schedules.

With all information shown and collected upfront (digital signature for FMC online shipments), Maersk.com will then process your amendments to return a faster revised booking confirmation to the booked by and/or requestor email addresses. For full detail on benefit and change in experience, please refer to the details below.

Improved Customer Experience for All SPOT Amendments:

- Both FMC and Non-FMC SPOT shipments can be amended instantly online, 24/7 round the clock (subject to stage of container movement, refer scenario table below)
- Real time space and equipment checks to show only sailings which Maersk can support
- Upfront freight rates (if shipment subject to re-rating when schedule changed by customer)
- Upfront fees shown, determined based on departure date (amendment, cancellation, no show fee reflected in 'Select Sailing' page – 'Price Breakdown' dropdown)
- Reduced time for revised booking confirmation sent to booked by party and/or requestor
- All price owner/booked by parties in shipment may amend SPOT on Maersk.com, regardless of initial booking channel (Maersk.com, MyMaersk, EDI, INTTRA, etc)

Benefit with New FMC SPOT Amendment Journey:

- Online amendment journey for SPOT FMC will show respective amendment or no-show fee, depending on whether cancelled 7 days or less before ETD, respectively
- Hence, customer no longer has to cancel and rebook if they wish to amend the booking
- Intuitive journey for customer to give digital signature and other necessary information for FMC re-filling (as per US regulation for FMCs), to proceed with FMC SPOT amendment

For full list of types of amendment now supported online, please refer to the table below, which follows the stages of container movement for your shipment.

Type of online amendment	No containers picked up or linked to shipment	At least one container gated out (picked up, not gated in yet)	At least one container gated-in
Location	Origin & destination changes	<u>Only</u> destination change	Not supported online
Service mode	Export & import service modes	<u>Only</u> import service mode	Not supported online
Earliest Departure Date	All ETD changes	All ETD changes	Not supported online
Equipment	Container size, type, count	Not supported online	Not supported online
Parties in shipment	Price owner and other parties	Price owner and other parties	Not supported online
Haulage	Depot location and pickup date	Not supported online	Not supported online
Load address	Load address and date/time	Not supported online	Not supported online
Cargo	Cargo commodity and cargo weight per container	<u>Only</u> cargo weight per container	Not supported online
For amendment requests not supported online, Maersk.com fields will be greyed out and return an error message accordingly			

Please visit [Maersk Spot - Booking Process | Maersk](#) and check out video guide of Maersk Spot.

If you have any questions our customer service representatives or Live chat team will be happy to help you. Thank you for your continued support.

Yours sincerely,
A.P. Moller – Maersk