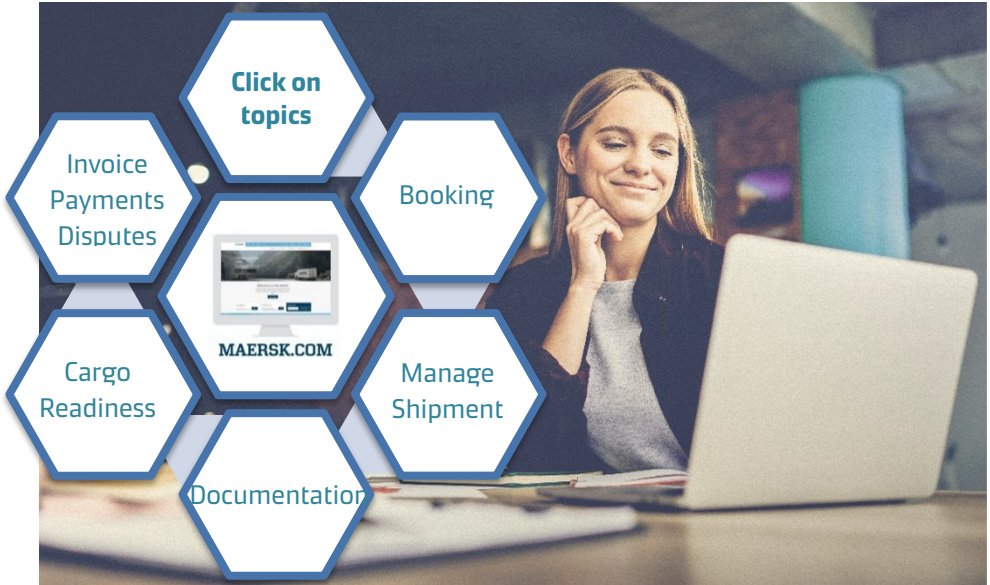


# Export Booklet

All you need to know in your export shipping journey

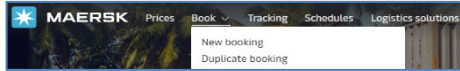


Website Guide ([Link](#)) - Your 24/7 teacher for Maersk.com

# 1. Booking

## Place Booking

You may place a booking by creating a [New Booking](#) or [Duplicate Booking](#).



Where is your [Departure](#) location and [Arrival](#) location?

Select [Merchant Haulage \(CY\)](#) for [Ocean](#) service only.

Select [Carrier Haulage \(SD\)](#) for [Ocean](#) + [Inland Delivery](#) services.

**Location details** ⌵

From (City, Country/Region)	To (City, Country/Region)
<input type="text" value="Enter city or port"/>	<input type="text" value="Enter city or port"/>
<small>From (City, Country/Region) cannot be left blank</small>	<small>To (City, Country/Region) cannot be left blank</small>
<b>Service mode</b>	
<input checked="" type="radio"/> Container yard (CY) <input type="radio"/> Store door (SD)	<input checked="" type="radio"/> Container yard (CY) <input type="radio"/> Store door (SD)
<input type="checkbox"/> I want to pick-up the empty container(s) in another city <small>(charges may apply)</small> <small>⌵</small>	
<b>Commodity details</b>	

Proceed by filling up the [Commodity](#), [Container details](#), [Departure Date](#), [Price Owner](#) and [Contact](#) details.

Now we are at Booking Tab 2: [Select Sailing](#)

### Select sailing

Manila, Philippines → Long Beach (California), United States

28 Feb 2023

<small>📍 Departure</small> 28 Feb 2023, 14:00	<small>📍 Arrival</small> 3 Apr 2023, 08:00	<small>🕒 Gate-in deadline</small> 27 Feb 2023, 05:00	<small>🕒 Transit time</small> 33 Days	<small>🚢 Vessel/voyage</small> ANDROUSA / 308N	<small>✓ Route &amp; other details</small>
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**Maersk Spot**       Get USD 50 if rolled ⌵      USD 1,605.00  
inc. 4 days of ocean time  
freetime

✓ Price breakdown & details **Book**

- If you have contract with Maersk, you will see [Contract](#) options.
- If you don't have contract with Maersk, you will see [SPOT](#) and [Non-Spot](#) options.
- NOTE: Please confirm that you read the [Details](#) before clicking on 'BOOK'.

You may check the latest [Demurrage and Detention Free Time](#) information and [SPOT Terms and Conditions](#) by clicking on the extension of [Details](#).

Proceed with [Additional details](#) tab and review the booking.



## Amend Booking

In case you need to [amend](#) or [cancel](#) booking, go to [Shipment Binder](#).

Shipment no. 2249 [redacted]		Booking actions
Booking Date	06 Feb 2023 15:13 (local time) by Stella	DUPLICATE BOOKING
Contract ID	297****	<b>AMEND BOOKING</b>
Price Calculation Date	07 Mar 2023	<b>CANCEL BOOKING</b>
Cargo loaded on board	awaiting data...	B/L actions
Product Type		
Service Mode	Merchant Haulage (CY) - Merchant Haulage (CY)	

- Online Booking Amendment turn time: 1 hour
- Amendment on Price Owner, Commodity and Contract is not allowed after container pick up.
- Amendment and Cancellation fee are applicable for SPOT booking (only changes in schedule or reduction in volumes).

## 2. Manage Shipment

Keep track with your shipment ->  
Subscribe to transport plan changes  
on Maersk.com.

Click on -> [Manage Subscriptions](#)

	<a href="#">Manage subscriptions</a> <b>New</b>
	Settings
	Change customer code

Managed your shipment with [Shipment Binder](#). You may go to Shipment Binder by [Tracking](#) or [Clicking on the shipment number](#) from [Export Overview](#).

<h3>Shipment &amp; Container Tracking</h3> <p>Select your booking type from <b>Ocean</b>, <b>Air</b> or <b>Less-than-container-load (LCL)</b> and enter your tracking number.</p> <p>Ocean cargo <input type="text"/> B/L or container number <input type="text"/> <b>Track</b></p> <p>Container number is made of 4 letters and 7 digits. Bill of Lading number consists of 9 characters.</p>		<h3>Export overview</h3> <p><a href="#">View a quick demo</a> <a href="#">Track by cont</a></p> <p>Applied filters:</p> <p><b>Shipments</b>   ETA changes   Unconfirmed bookings   Documents</p> <p>View and download your active shipments.</p> <p>Vessel departing in: next 5 days</p> <table border="1"><thead><tr><th>Bill of Lading</th><th>From</th><th>To</th></tr></thead><tbody><tr><td><b>224</b> [redacted]</td><td>Bengaluru, 29, IN Departing Ennore Chennai, 33, IN 13 Feb</td><td>Manila, PH Arriving Manila, PH 06 Mar</td></tr></tbody></table>	Bill of Lading	From	To	<b>224</b> [redacted]	Bengaluru, 29, IN Departing Ennore Chennai, 33, IN 13 Feb	Manila, PH Arriving Manila, PH 06 Mar
Bill of Lading	From	To						
<b>224</b> [redacted]	Bengaluru, 29, IN Departing Ennore Chennai, 33, IN 13 Feb	Manila, PH Arriving Manila, PH 06 Mar						



The **Shipment Binder** contains all the information you need about a shipment.

**Overview** Documents Containers Pricing Log Additional services

Latest event: Gate out, empty in Cante, PH on 05 Feb 2023, 16:10

Place of receipt: Manila  
 Port of loading: Manila, PH  
 Port of discharge: Los Angeles, CA, US  
 Place of delivery: Southaven

Departing 14 Feb 2023, 14:00  
 Arriving 16 Mar 2023, 19:00

Transit time 31 Days

View detailed transport plan

Shipment no. 225054610

Booking Date: 08 Feb 2023 15:06 (local time) by RL0092 RL0092  
 Contract ID: 298205367  
 Price Calculation Date: 14 Feb 2023  
 Cargo loaded on board: awaiting data...  
 Product Type:  
 Service Mode: Merchant Haulage (CY) - Carrier Haulage (SO)  
 Additional References: None

Booking actions:  
 DUPLICATE BOOKING  
 AMEND BOOKING  
 CANCEL BOOKING

B/L actions:  
 B/L RELEASE

Other actions:  
 SUBMIT VGM  
 IMPORT DELIVERY ORDER

Your export tasks:  
 13 Feb 2023 01:00 Verified Gross Mass  
 13 Feb 2023 05:00 Container gate in

**Overview** – to see an overview of the shipment details

**Documents** – to see the shipment documentation

**Containers** – to see an overview of the containers within a shipment

**Pricing** – to see prices and payment information

**Log** – to see a list of actions taken regarding the shipment

**Additional Services** – to see a list of Value Added Services that are .. .

Check the **Shipped on Board** date and deadline from **Shipment Binder – Overview**

### 3. Documentation

You may view your pending tasks at **Export Overview**

Export overview

Switch to new Export Overview

ALL Pending tasks Awaiting Maersk ETA changes Export customs

Submit 265 Verify 51 Print Original B/L Print Waybill 678 VGM 260

Shipment no.	From (City, Country/Region)	To (City, Country/Region)	Vessel	Deadline SI-Non AMS	Deadline SI-AMS
214	Manila, PH On Nov 07 departing from Man...	Fos sur Mer, 13- FR On Dec 27 arriving at Fos sur M...	AS PIA Flag: AG, Built: 2009	N/A	N/A

Submit SI  
SUBMIT

**Shipping Instruction** submission deadline:

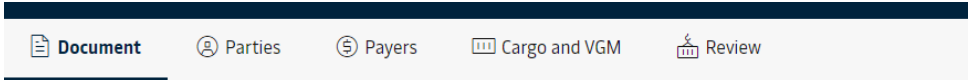
- 72 hours prior vessel arrival to load port (Advanced Import Manifest Countries - United States, Canada, European Union, Turkey, China, Japan, Israel, Mexico, Korea)
- 48 hours prior vessel arrival to load port (Other Countries)

**Dangerous Good Declaration Form** submission: Upon Booking

**Mandatory requirements** for submitting a shipping instruction can be downloaded [here](#)

## Submit Shipping Instruction SI

Click on the [Submit](#) button in the picture above to submit Shipping Instruction.  
Complete the submission by filling up the 4 information tabs below.

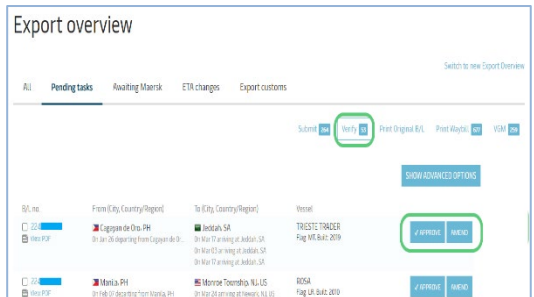


- Document** – Select BL type, vessel & location name, and certificate request
- Parties** – Update shipper, consignee, etc.
- Payers** – Update payment term and assign payer
- Cargo and VGM** – Update cargo description, VGM and container details

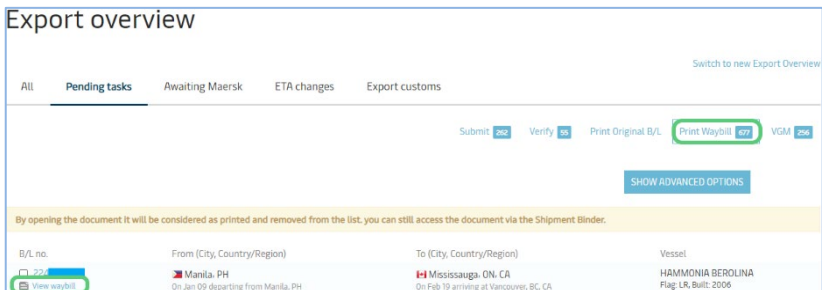
## Bill of Lading

The draft copy of Bill of Lading will be ready for your approval, 4 working hours upon the submission of Shipping Instruction, and in less than 1 min for Instant BL.

[Review](#) and [Approve](#) the draft copy.  
[Amend](#) online if required.



Final Bill of Lading will be ready for download, 24 hours after vessel departs.



Easy release of Bill of Lading to your consignee -> [link](#)

## Submit Verified Gross Mass



Once you have the [Verified Gross Mass](#) for your container, click on [Submit](#) button below for submission.

Export overview Switch to new Export Overview

All **Pending tasks** Awaiting Maersk ETA changes Export customs

Submit 261 Verify 56 Print Original B/L Print Waybill 677 **VGM 255**

The Verified Gross Mass (VGM) is the weight of the cargo including dunnage and bracing plus the tare weight of the container carrying this cargo. SOLAS requires the shipper to provide VGM in a "shipping document", either as part of the shipping instruction or in a separate communication, before vessel loading. [Click here to read more](#)

Shipment no.	From (City, Country/Region)	To (City, Country/Region)	Vessel	Deadline-VGM	Submit VGM
225	 Manila, PH On Feb 14 departing from Manila, PH	 Romeoville, IL, US On Mar 16 arriving at Los Angeles, CA, US	NAVIOS TEMPO Flag: LR, Built: 2010	13 Feb 1:00	<b>SUBMIT</b>

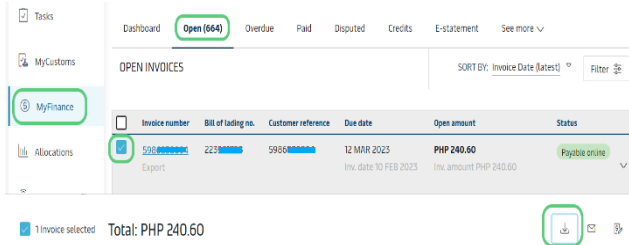
## 4. Cargo Readiness

You may refer to [Menu -> Local Offices & Information -> Asia Pacific -> Philippines -> Export -> Export vessel departure for CY and Verified Gross Mass \(VGM\) cut-off deadline.](#)

<https://www.maersk.com/local-information/asia-pacific/philippines/export>

# 5. Invoices, Payment & Disputes

## Download Invoice



Dashboard **Open (64)** Overdue Paid Disputed Credits E-statement See more v

MyCustoms OPEN INVOICES SORT BY: Invoice Date (latest) Filter

Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
598	223	5986	12 MAR 2023	PHP 240.60	Payable online

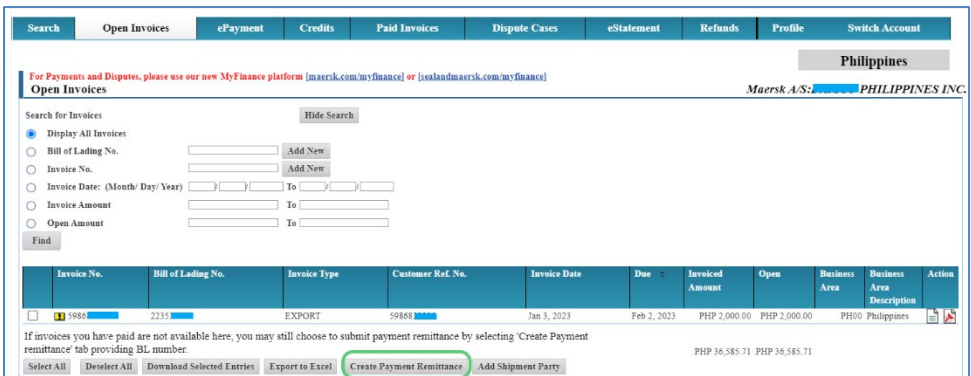
1 Invoice selected Total: PHP 240.60

Invoices are generated 24 hours after vessel departure. You may download your Invoice through MyFinance.

Payment information and options is available on the invoice.

## Submit Proof of Payment

You may submit your payment proof to MyFinance.



Search Open Invoices ePayment Credits Paid Invoices Dispute Cases eStatement Refunds Profile Switch Account

Philippines

Maersk A/S PHILIPPINES INC.

For Payments and Disputes, please use our new MyFinance platform [maersk.com/myfinance] or [sealandmaersk.com/myfinance]

Open Invoices

Search for Invoices Hide Search

Display All Invoices  
 Bill of Lading No. Add New  
 Invoice No. Add New  
 Invoice Date: (Month/ Day/ Year) To  
 Invoice Amount To  
 Open Amount To

Find

Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due	Invoiced Amount	Open	Business Area	Business Area Description	Action
5986	2235	EXPORT	59863	Jan 3, 2023	Feb 2, 2023	PHP 2,000.00	PHP 2,000.00	PH00	Philippines	

If invoices you have paid are not available here, you may still choose to submit payment remittance by selecting 'Create Payment remittance' tab providing BL number.

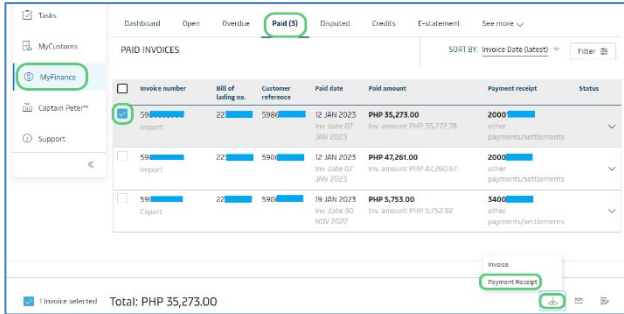
Select All Deselect All Download Selected Entries Export to Excel **Create Payment Remittance** Add Shipment Party

PHP 36,585.71 PHP 36,585.71

Click 'See more' > 'Paid to Release' > 'Redirect', select invoice if available, if none, proceed upload the proof of payment via Create Payment Remittance button below.

## Downloading Official Receipt

.You may download your [Official Receipt](#) through [MyFinance](#), upon validation of uploaded proof of payment in Paid to Release.

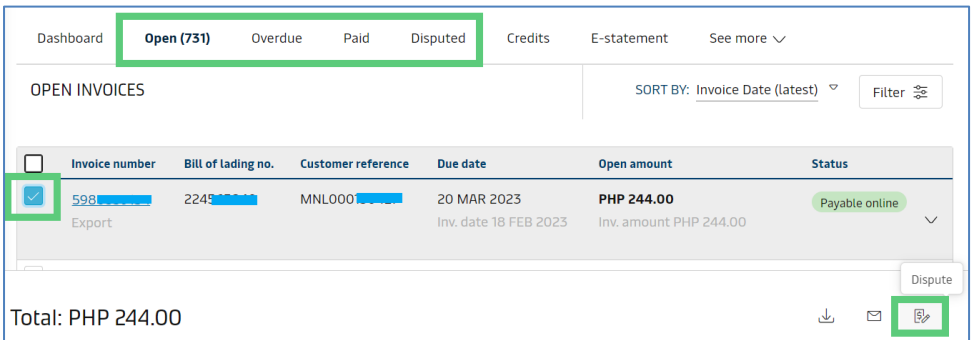


Invoice number	Bill of lading no.	Customer reference	Paid date	Paid amount	Payment receipt	Status
598	22	590	12 JAN 2023	PHP 35,273.00	2000	other payments/settlements
598	22	590	12 JAN 2023	PHP 42,261.00	2000	other payments/settlements
598	22	590	19 JAN 2023	PHP 5,755.00	3400	other payments/settlements

## Disputing Invoice

You may dispute your [Invoice](#) through [MyFinance](#)

- Search for Invoice to Dispute or select the invoice in Open, Overdue or Paid Tab.
- Status of Dispute can be track in Disputed Tab.



Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
598	224	MNL000	20 MAR 2023	PHP 244.00	Payable online

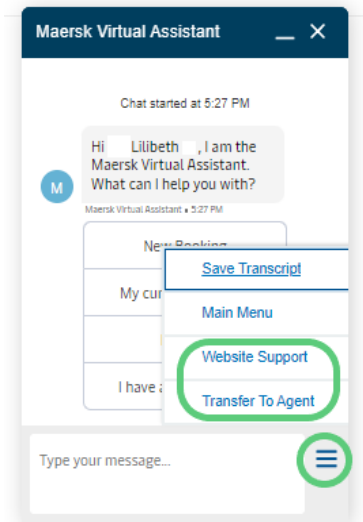
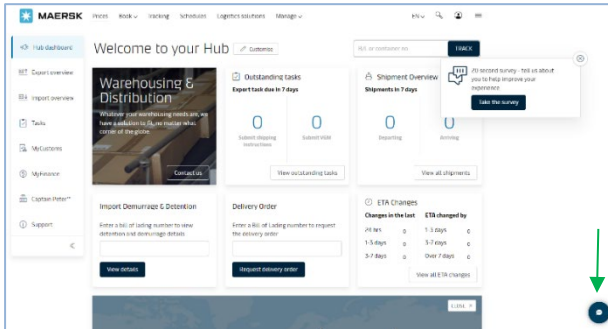


# Contact: We are here to assist

If at any time support is required.

## ChatBot

Click on the [Chat](#) to start.



- Use the Options ([Main Menu](#)) to get the answers to your queries.
- If ChatBot cannot serve with your request and Agent Chat is not available, there will be [Case Number](#) and your request will be [email-based](#).
- Live Agent is available during our business hours ([Mon-Fri 0830 to 1700hrs](#)) and subject to availability.
- For technical issues or speaking with agent, please select '[Website Support](#)' or '[Transfer to Agent](#)' respectively in the menu
- Please provide the details matched with the required format when ChatBot requests for more details; Otherwise, ChatBot will not be able to detect your request.



**MAERSK**

ChatBot

<https://www.maersk.com/support/chat/#/>

Raise a Case

<https://www.maersk.com/help/cm/#/createcase>

Export Email Address

[ph.export@maersk.com](mailto:ph.export@maersk.com)

Customer Service Hotline

+63 282313126  
+180011102911 Toll Free Number  
08:30 AM to 05:00 PM

Counter Operation Hours

08:30 AM – 04:00 PM  
Lunch Break 12:00 NN to 01:00 PM  
Closed on Saturday, Sunday and Public Holidays

Main Office Address

9/F One E-com Center  
Harbor Drive corner Sunset Drive  
Mall of Asia Complex, Pasay City,  
1300 Metro Manila, Philippines