

3 September 2024

Customer Advisory

Change in shipping instructions: No Doc No Load policy implementation

Dear Customer,

As your integrated logistics provider, A. P. Moller – Maersk have noticed that due to untimely submission of shipping instructions, a percentage of shipments is often being rolled in Germany, where customs regulations require that Import Customs Manifest is submitted between 48 and 72 hours prior to vessel arrival.

To safeguard the flow of our customers' cargo and prevent our customers' cargo from being rolled in Germany or any other transshipment port in Europe, we will be implementing **No Doc No Load policy** for all cargo originating from Denmark, Estonia, Finland, Iceland, Latvia, Lithuania, Norway, and Sweden.

The No Doc No Load policy means shipping instructions must be received and processed in the system prior to the load list being prepared. The deadline for receiving shipping instructions will be the same as VGM deadline. If the shipping instructions are not received within this deadline, we will not be able to load the cargo at the first load port and will have to roll the cargo to the next available vessel, and any detention and demurrage costs will be charged accordingly. This policy will be applicable for **all cargo being loaded in Northern Europe** regardless of transshipment or destination, **starting from 1 November 2024**.

By implementing the No Doc No Load policy, we can ensure all required documentation is submitted on time, which will in turn minimise delays and help ensure that transshipment cargo makes the scheduled connections. Keeping your supply chains moving with connectivity and ease remains our priority, and should you have any questions, or require further assistance, please reach out to your local Customer Experience representative.

Our teams remain at your disposal and look forward to continuing to support your logistics needs.

Sincerely,

A. P. Moller – Maersk