



Welcome

# Connect and Simplify Digital Binder - Canada

Connecting Your Needs To Our Capabilities



# A SUITE OF TIME-SAVING DIGITAL SOLUTIONS

When operating within thin margins and tight turn times, exceptions and delays can be extremely costly. Maersk.com helps you achieve more by putting you in complete control of your day's tasks, making logistics simpler and more accessible from anywhere, anytime.



## Save time and effort in everything you do

Our Digital Solutions provide you with ease and control. Every feature is designed to get you what you need quickly. Here you can employ the full power of maersk.com's shipping capabilities, 24/7, in your home or at your office.

### Maersk.com

New Booking (Dry cargo)	Instantly*
Booking Amendment (Dry Cargo)	Instantly*
New Booking (Refrigerated cargo)	2 hours
New Booking (Dangerous or Special cargo)	4 hours
Shipping Instructions / Verify Copy Issuance	Instantly*
Bill of Lading Amendments	1 hour
Bill of Lading Transfer or Release	Instantly*
Delivery Order Submission	Instantly*
Documentation Requests (Bills of Lading, Arrival Notices, etc)	Instantly*
Payments	Instantly*

\*For most scenarios. Some exceptions will apply

# Maersk.com solutions offer you a lot more



[Get started](#) with specialized guidance material designed to ease you into the world of Maersk.com.



Find [schedules & deadlines](#) that best fit your logistics needs.



Get a [price](#) for short term contracts, Maersk Spot, oversize cargo, inland drayage, and more.



Create a new [booking](#) & amend easily, or use a previous shipment as a template for faster submission.



Arrange & submit [documentation](#) and amend as needed, all in one place, including AES and vessel certificates.



[Track](#) your cargo with live updates for all your shipments.



[Print, Transfer, or Release](#) bills of lading on your own terms



View and pay invoices through [MyFinance](#). Make instant online payments, download & share invoices, and submit [disputes](#) if needed.



Confirm & pay import [Demurrage & Detention](#) and submit your [Delivery Order](#)



[Maersk Spot](#) - Peace of mind with guaranteed space at a fixed price.



Personalized assistance with [Live Chat](#), or manage your cases via [Case Management](#).

# Maersk at your Service

## Helpful links for common processes

### [Terminal Links and Standard ERD](#)

[information](#): Use direct links to the ports Maersk partners with and check earliest return dates

[Local charges and fees](#): View local charges and fees that apply to inland moves, documentation and booking

[Shipment Notifications](#): Subscribe to receive notifications for container movements, invoice & bill of lading issuance, and more

[News & Advisories](#): Stay up to date on important local & global happenings and subscribe to be alerted via email

[BL Print agreement](#): Sign and email to receive authorization to print your bill of landings or release online

[Captain Peter](#): Maintain total visibility on conditions inside your reefer container, exact location, and more

### **Demurrage and Detention:**

- [Import](#) Demurrage and Detention Overview.
- [Export](#) Demurrage and Detention Overview.
- [Verify Demurrage and Detention payment application](#) (when not paying via Maersk.com)

[Disputes](#): Raise disputes and communicate with the Disputes team

[Arrival notice request](#): Request early or additional copies of arrival notices

[Rail billing](#): Request rail billing for inland export cargo

[Dangerous Goods Declaration](#): Submit your final IMO paperwork

[Street turn requests](#): Declare your import containers ready for export use

[Empty notification site for store door deliveries](#): Notify Maersk of unloaded containers ready for pick up

[Maersk Mobile App](#): Keep your cargo moving, from the palm of your hand.

[Claims](#): Claims guide to make the claims process as simple and efficient as possible

[Value Protect Online](#): Protect your cargo from accidents like fire, theft, and bad weather.

### **Diversions Requests:**

- Change your [Discharge port](#) or [Inland destination](#)

### **Need more help?**

Contact us at: +1 (877) 338 0165 or [CA.CustomerExperience@maersk.com](mailto:CA.CustomerExperience@maersk.com)



# Your Maersk Team

Canada Phone Tree

---

< Pour continuer le français, appuyez sur le 9 >

Option 1 – PIN code customers

Enter PIN then # to contact your Customer Experience Partner

Option 1 – Demurrage & Detention

Option 2 – Finance

Option 2 – Disputes

Option 3 – Collections

Option 1  
Credit

Option 2  
Cash

Option 3 – Dry Cargo

Option 1 – Imports

Option 2 – Exports

Option 4 – Refrigerated Cargo

Option 1 – Imports

Option 2 – Exports

Option 5 – Truck Delivery

Option 6 – E-Commerce

Option 1 – Heavy Bulky Home Deliveries

Option 2 – E-Commerce Delivery

# Your Maersk Team

## Canada Email Contacts

---

Email Queries – [ca.customerexperience@maersk.com](mailto:ca.customerexperience@maersk.com)

To ensure efficient communications, please:

Format your subject line: Company Name, Booking/Container Number, Brief Issue Description

Always reply within the same email thread

Do not change the subject line content

---

## Non-Standard Business Address Emails

Export Railbilling Team	<a href="mailto:namrailbil@maersk.com">namrailbil@maersk.com</a>
Collections Team (Credit customers)	<a href="mailto:CA.collections@maersk.com">CA.collections@maersk.com</a>
Collections Team (Cash customers)	<a href="mailto:CA.cash.collections@maersk.com">CA.cash.collections@maersk.com</a>
Supply Chain Management Customer Experience	<a href="mailto:ca.scm@lns.maersk.com">ca.scm@lns.maersk.com</a>
E-Commerce Logistics (Domestic)	<a href="mailto:ED.Domestic.US@maersk.com">ED.Domestic.US@maersk.com</a>
E-Commerce Logistics (E-Delivery)	<a href="mailto:ED.CX.NAM@maersk.com">ED.CX.NAM@maersk.com</a>
E-Commerce Logistics (E-Fulfillment)	<a href="mailto:EF.CX.NAM@maersk.com">EF.CX.NAM@maersk.com</a>
Cold Chain Logistics	<a href="mailto:Nam.logistics@lns.maersk.com">Nam.logistics@lns.maersk.com</a>
Offline Demurrage & Detention Proofs of Payment	<a href="mailto:NAMFRCSVCACH@maersk.com">NAMFRCSVCACH@maersk.com</a> & <a href="mailto:CA.customerexperience@maersk.com">CA.customerexperience@maersk.com</a>
Value Protect	<a href="mailto:ValueProtect@maersk.com">ValueProtect@maersk.com</a>

---

# Standard Equipment Information

## 20' Standard

Description	Imperial	Metric
Maximum payload	62390 lb	28300 kg
Dimensions	20' x 8' x 8'6"	6058 x 2438 x 2591 mm
Weight tare	4810 lb	2180 kg

## 40' High Cube

Description	Imperial	Metric
Maximum payload	63250 lb	28690 kg
Dimensions	40' x 8' x 9'6"	12192 x 2438 x 2896 mm
Weight tare	8400 lb	3810 kg

## 40' Standard

Description	Imperial	Metric
Maximum payload	63650 lb	28870 kg
Dimensions	40' x 8' x 8'6"	12192 x 2438 x 2591 mm
Weight tare	8000 lb	3630 kg

## 45' High

Description	Imperial	Metric
Maximum payload	60957 lb	27650 kg
Dimensions	45' x 8' x 9'6"	13716 x 2438 x 2896 mm
Weight tare	10692 lb	4850 kg

## 40' Reefer

*\*All reefers are High cube. 20' Reefers are not offered in North America*

Description	Imperial	Metric
Maximum payload	65410 lb	29670 kg
Dimensions	40' x 8' x 9'6"	12192 x 2438 x 2896 mm
Weight tare	9550 lb	4330 kg

# Connecting and Simplifying

## Maersk.com

Connecting and simplifying your supply chain.



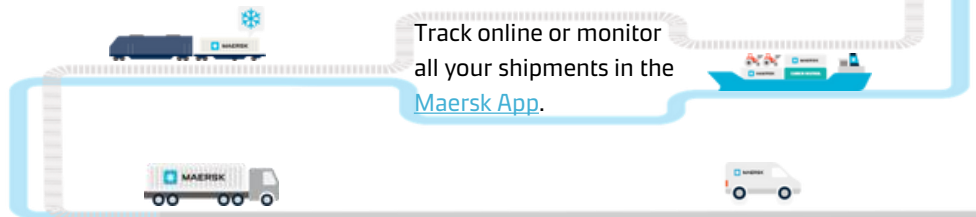
Get instant [Prices](#) for all your products and access [Schedules](#) anywhere, any time.



[Book](#), [amend](#) or [duplicate](#) your bookings and manage your [Allocations](#).



Stay ahead of deadlines in the [Tasks tool](#) and access all your shipments in [The Hub](#)



Track online or monitor all your shipments in the [Maersk App](#).



Stay up-to-date with our instant [Notifications](#) and submit your [Delivery Order](#) instantly.



Access your invoices in [MyFinance](#).  
Need extra free-time? Extend and pay using our [Demurrage Calculator](#).



Get in-depth website guidance material from the [Support](#) page.



Go beyond self-service with the help of [Case Management](#) and [Live Chat](#).

## Get the personal touch when you need it

Our solutions aren't a replacement for personal service. They're an enhancement, offering you total control.

## Need a hand?

Let's [chat](#) or visit our [Support](#) page

## Are you ready to add a few extra hours to your day?

Sign up and [register](#) today