

MAERSK UAE LIVE CHAT SCOPE



MAERSK

Working Hours: Monday to Friday 7 AM – 8 PM | Saturday 8 AM – 5 PM

EXPORT

IN SCOPE

- Booking Status
- Booking Cutoffs
- Booking Re-Confirmations
- SI Received Confirmations
- Container Linking
- Dubai Trade Inquiries
- DP Ref. / Haulier Code Inquiries
- Verify Copy Status
- Re-Posting BL Drafts
- Non-Freighted BL Copies
- MyFinance Access on Maersk.com
- Exchange Rates Inquiries
- OBL Web Issuance
- OBL Surrender Status

OUT OF SCOPE

- Processing Bookings *
- Booking Amendments *
- Contract Validity Extensions *
- Late Gate-in Approvals *
- DG / OOG Approval *
- Processing BL Draft Copies *
- BL Amendments *
- Customer Code Creations *
- Updating Invoice Payterm *
- Special BL Release *
- Invoice Rate Disputes *
- Issuing Vessel Certificates *
- Pre-Post Manifest Amendments *
- Freight BL Copies *
- Website Inquiries *
- Freetime Disputes *

IMPORT

IN SCOPE

- Import Shipment Status
- Detention & Demurrage Charges
- Freetime Inquiries
- Container Tracking
- Vessel Tracking & Details
- Maersk Bank Account Details
- Weight / Commodity Restrictions
- DO Charges

OUT OF SCOPE

- Arrival Notice *
- MT Acceptance *
- Delivery Order Release *
- Manifest Amendments *
- Freight BL Copies *
- Website Inquiries *
- Freetime Disputes *

For more information please <https://www.maersk.com/local-information/west-central-asia/uae>

For out of scope (*) items, booking and rate inquiries visit <https://www.maersk.com/>