

Shipping with Maersk Go:

Everything you need to know



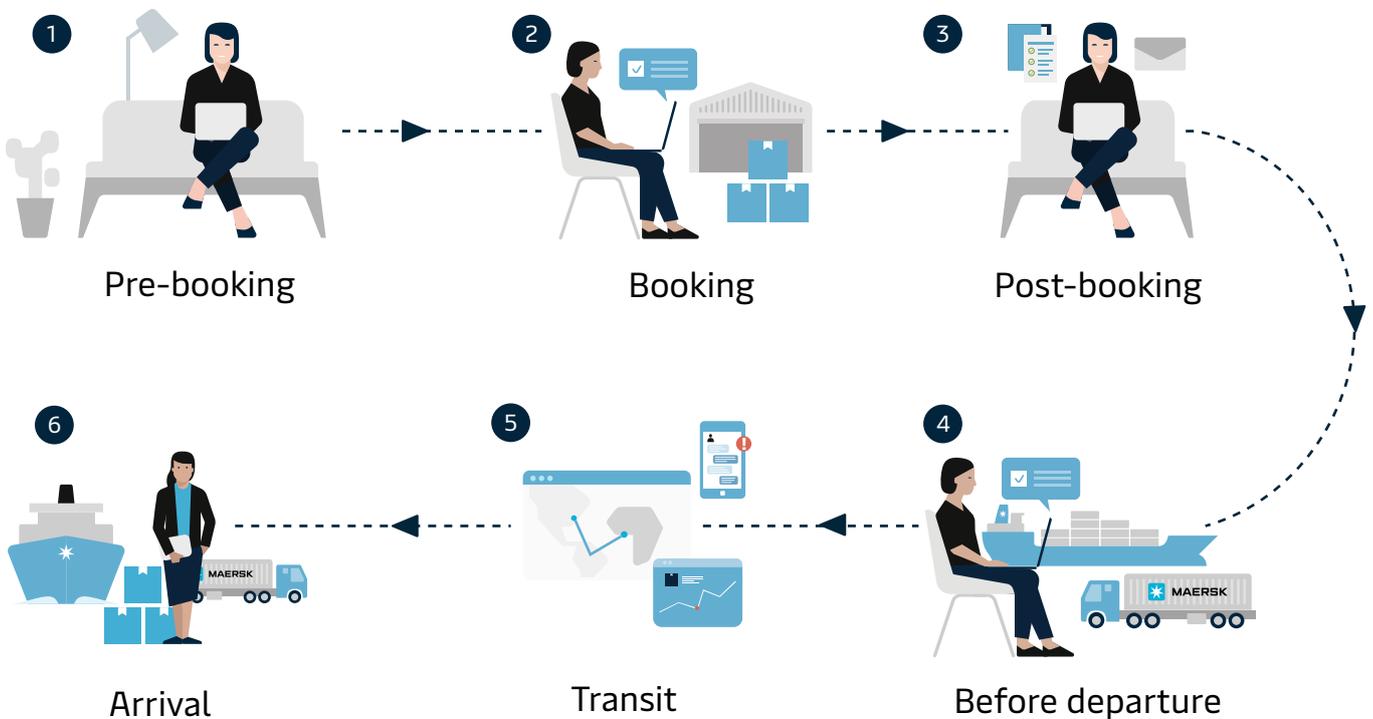
ALL THE WAY

Maersk Go is your on-demand, flexible way to book ocean freight at competitive rates. Maersk Go offers you real-time quotes, instant confirmation, loading priority, free amendment, and the ability to book up to 7 weeks in advance.

Up ahead, you'll find a complete run-through of Maersk Go, covering everything including the booking and post-booking experience. You'll also find information on what documents you need when shipping with Go, important terms & conditions, which value-added services you can use to make the most of your booking, as well as a checklist to have you covered.

Explore the end-to-end Maersk Go journey overview

Click on a phase of the booking process to learn more about each one.



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1 Pre-booking journey with Maersk Go

First, let's understand what Maersk Go is and what it offers for your business' shipping requirements.



1.1 Exploring Maersk Go features

Maersk Go is designed to simplify your logistics. We offer a user-friendly interface with several key features to streamline your booking process:



Instant Go shipping rates

Get real-time, upfront freight quotes based on your cargo details.



Real-time availability

Check container and vessel availability for your desired route.



Fixed price online bookings

Get final price quotes up front, with no hidden fees.



Easy shipment tracking

Monitor your container's movements and progress throughout the journey.



Extended availability

Book shipments up to 7 weeks in advance.



Full flexibility

Stay in control with unlimited free amendments.

1.2 Getting ready to ship

Before diving into the booking procedure, make sure you have the following details ready:



Container and cargo details

Container size, type, estimated cargo weight, and commodity.



Origin and destination

Specific import/export ports or locations you're shipping from/to.



Additional shipment parties (if known)

Who else the shipment is associated with (such as who the shipper or consignee will be).



Preferred departure date

The approximate sailing date and the timeline for your shipment.

2 Booking your Maersk Go shipment

Next, let's understand how to create an actual booking on Maersk Go's easy-to-use digital portal.

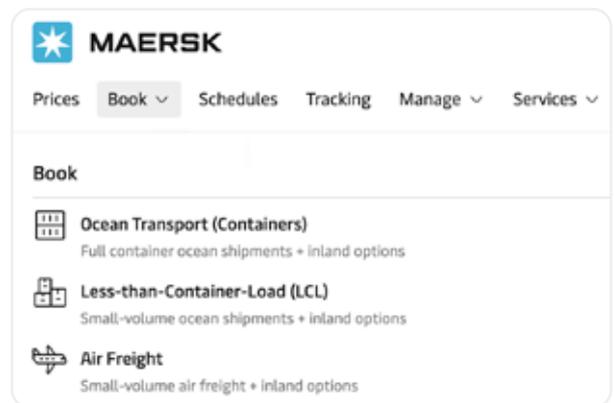


2.1 Step-by-step booking process on Maersk.com

Maersk.com is designed to simplify your logistics. We offer a user-friendly interface with several key features to streamline your booking process:

» Step 1: Log in to your Maersk account

After logging in, you will land on the Maersk Hub (the home page for managing all your bookings). Here, you can create a new booking by clicking on 'Book' in the main toolbar. Next, select Ocean Transport (Containers) for regular ocean and ocean + inland shipment options. Alternatively, you can visit the [Instant Booking](#) page directly.



» Step 2: Enter shipment details

To create a new booking, input the relevant shipping details to get available sailings and corresponding prices. For both the origin and destination, you can choose CY (Container Yard – ocean shipment only) or SD (Store Door – including Inland transportation) service modes. Next, input the commodity group and related description as well as the Price Owner and the preferred shipping date. Finally, click "Continue to book" at the bottom of the page to see all available shipping options.

Your booking details

Location details (i)

From (City, Country/Region)

To (City, Country/Region)

Inland transportation (i)

CY I will arrange to deliver the container to the port/inland location

SD I want Maersk to pick up the container at my facility

I want to pick-up the empty container(s) in another city (charges may apply) (i)

Inland transportation (i)

CY I will arrange for pick up of the container from the port/inland location

SD I want Maersk to deliver the container at my facility

» Step 3: Find and select a sailing option

You'll land on the page that shows all available schedules according to your preferred departure date. Here you can select your desired sailing. If a vessel is not available, it will be indicated by 'Deadline has passed' or 'Vessel sold out'. Click 'Load more sailing options' to view further offers and schedules, if available. Once you find a suitable schedule, simply click 'Book' to move to the next step.

Please note: Do you have a contract with Maersk? Your contracted rates will automatically show up here!

The screenshot shows the 'Select sailing' step in the Maersk Go booking process. The progress bar at the top indicates the current step. The route is Shanghai (Shanghai), China to Rotterdam (Zuid-Holland), Netherlands. Two sailing options are displayed:

Date	Departure	Arrival	Gate-in deadline	Transit time	Vessel/voyage	Status
27 Mar 2025	27 Mar 2025, 11:00	15 May 2025, 15:00	25 Mar 2025, 11:00	49 days 10 hours	BUSAN EXPRESS / 513W	Vessel sold out
3 Apr 2025	3 Apr 2025, 14:00	12 May 2025, 12:00	1 Apr 2025, 14:00	39 days 4 hours	MANCHESTER MAERSK / 514W	USD 4,603.00 Incl. 3 days of detention & 4 days of demurrage freetime Buy more freetime on next page

At the bottom of the interface, there is a button labeled 'Search more sailing options'.

2.2 Service charges and fees associated with Maersk Go

It's important to understand the [key components of freight shipping costs](#). While the specific costs may vary depending on the shipping route, cargo type, and other factors, some standard charges included in your Maersk Go quote are as follows:



Base shipping rates

This consists of the ongoing Go shipping rates for the selected route (subject to vessel space availability). Along with the basic ocean freight rates, the quote is inclusive of terminal handling charges (THCs), documentation fees, and peak season surcharge (PSS).



Inland haulage (for SD bookings)

If you've booked door-to-door services (i.e., carrier haulage or SD booking), your Go quote includes costs for transporting cargo to and from the port and any other associated transportation fee.

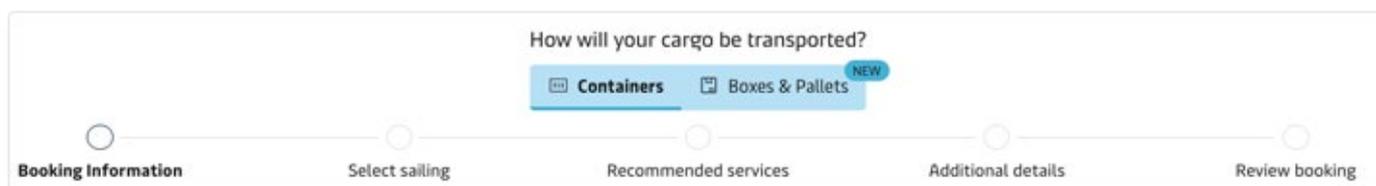


Transit disruption surcharges

These charges are related to unexpected delays or disruptions.

2.3 Understanding the 'Booking Journey' pages

During every booking, you'll see your progress in the top row with the following markers:



Booking information

This is the page to input your basic shipment information needed for price search, including origin, destination, container type, and commodity details.



Select sailing

On this page, you can select the preferred departure date and 'Maersk Go' offers for the associated shipment. You can view the journey-specific breakdown for route, price, schedule, penalties, compensation, terms and conditions, etc.



Recommended services

Next, you can purchase value-added services from the listed options, including Freetime Extension, Value Protect and Import/Export Customs Clearance. Simply click the 'Add' button for each service you would like to add to your booking. After finalising your selection, click 'Continue' at the bottom of the page.



Additional details

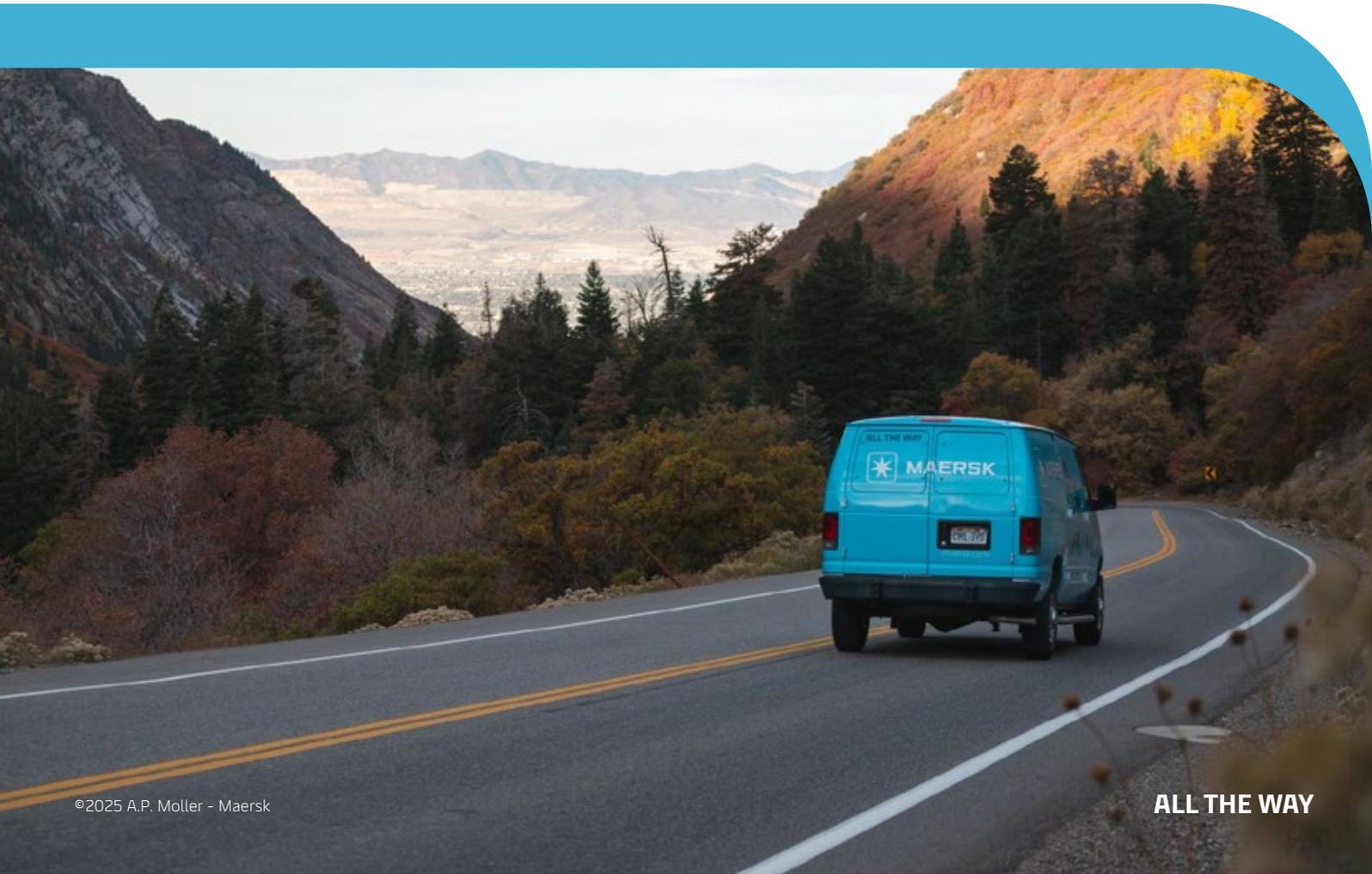
Here you can input further shipment information like pick-up depot address, pick-up date, and details about associated parties. You can add 'Optional Parties' such as a Consignee, a First Notify Party, a Supplier, a Customs Broker, etc.



Review booking

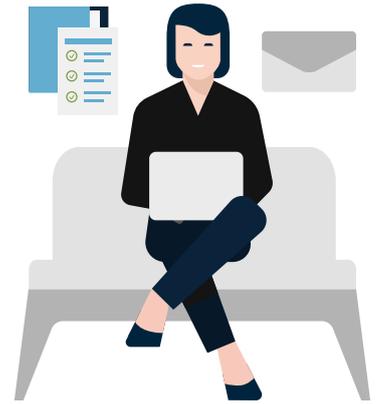
This is the final page of your booking journey. Here, you can review all the details you've input in the previous pages. If required, you can edit the relevant information via this page. If everything looks okay, you can go ahead and submit your booking!

Congrats, you've booked your freight with Maersk Go!



3 Post-booking experience with Maersk Go

Once your booking is confirmed, you'll receive a digital confirmation via email. This serves as proof of the booking and includes essential details about your shipment.



3.1 Next steps after booking

Your Maersk Go experience stretches beyond just the booking confirmation. Explore the maersk.com online portal to:



Set up custom notifications for your booking



Track associated timelines of your Go shipment



Purchase value-added services (like Freetime Extension)



Submit shipping instructions (SI) and other details

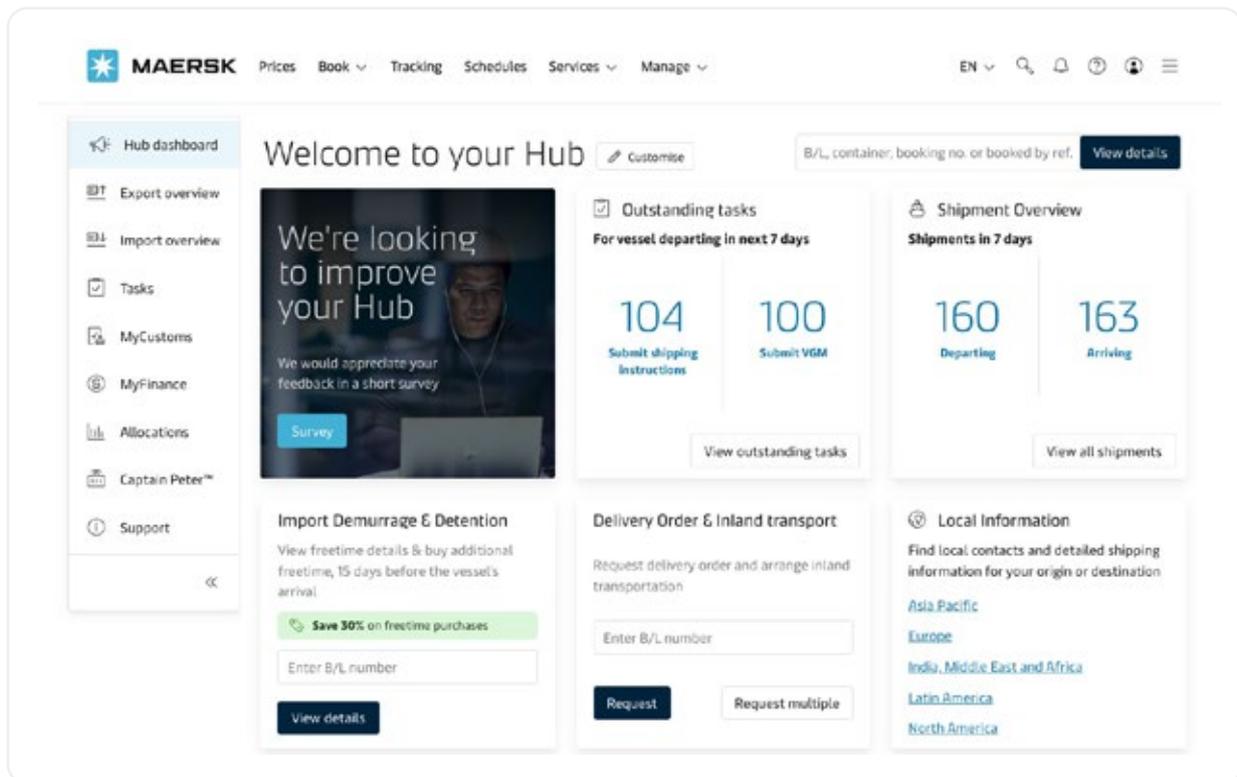


Amend your Maersk Go booking and more

3.2 Exploring the maersk.com hub

Make the most of Maersk's online capabilities to book and manage your Go shipments efficiently on our user-friendly digital portal.

The **Hub** allows you to access all your shipments on a single, compact and configurable dashboard. You can view your bookings, pending tasks and upcoming timelines, manage payments, documents, customs clearance, and access customer support – all with just a few clicks.



[READ MORE: Enhancing your Maersk experience with useful tools & features](#)

3.3 Documents required for your Go shipment

Furthermore, you'll need to prepare the necessary shipping documents, such as a commercial invoice (CI), packing list (PL), and bill of lading (B/L). For an overview of the documents required for shipments into the US, click [here](#).

Managing payments for Maersk Go bookings

We've simplified the billing procedure for you via [Maersk's MyFinance](#) portal. Our online invoice management tool makes it easy and efficient for you to manage your bills. This includes making payments, receiving refunds, and settling disputes. You can even set a reminder for pending payments and get a consolidated view of payment history, due dates, and amounts.

3.4 Submitting shipping instructions (SIS)

Prepare and submit the necessary shipping instructions for your booking. Maersk Go provides tools to simplify this process with 24/7 accessibility, active notifications, and quicker turnaround times.

- ✓ You can submit the Shipping Instructions (SI) on Maersk.com via the 'Tasks' feature on the Maersk Hub (in the left-hand navigation menu). Here you can input relevant information related to your booking for Documents, Parties, Payers, and Cargo & VGM. You can also split, part, or combine different bills of lading (B/Ls) by clicking the 'Split, part & combine' button alongside the B/L number. More detailed information on how to submit Shipping Instructions can be found [here](#).

3.5 Amending or cancelling Go shipments

Made a mistake when submitting your booking? Need to change specific shipping instructions? We've made it easy for you to make amendments!

- ✓ Navigate to 'Export Overview' (shipments sorted by departure date) or 'Import Overview' (shipments sorted by arrival date) under the 'Manage' menu. Select the shipment's B/L number to land on that shipment's details page. To amend the booking, click 'Amend'. To cancel the booking, click 'Cancel'. Both options will take you to the 'Raise a case' screen, with the relevant booking pre-filled in the form. Here you can specify and submit your request, which will be handled by our dedicated Maersk Go support team with top priority.

[← Back to Manage shipments](#)

Shipment details

Showing B/L number 204355588 for **booking number: 242133234**

B/L Number: 204355588 ☆ 🔔 Bremerhaven, DL
[Duplicate](#) [Amend](#) [Cancel](#) Departs 06 Apr 2022

- ✓ Also, here are some essential [T&Cs related to booking amendments and cancellations for your Maersk Go booking](#).

Please note: Depending on the shipment lifecycle, there may be some situations where you cannot amend your booking via the website. In such cases, contact Maersk's customer support.

3.6 Optimising your Go booking with value-added services

Maersk Go also offers a range of value-added services to enhance your shipping experience and improve your operational efficiency.

- ✓ Minimise your demurrage and detention surcharges (D&D) with our Freetime Extension add-on. You can add freetime up to 10 days prior to the arrival of your shipment at the destination port.
- ✓ We also offer many other value-added services, such as import/export customs clearance, Value Protect, and Premium Quality Containers.
- ✓ Our platform further simplifies your freight booking process by [integrating ocean and inland transportation in a single booking](#).
- ✓ With Maersk Alerts, get regular updates about your shipment, pending tasks, timelines, Go offers, and more. Simply click the 'Profile' icon on the top banner and then click on 'Manage subscriptions'. Select the events for which you'd like to receive notifications.



4 Before departure

You've completed all the procedures, and your container is ready to be shipped. Here's what you need to know:



4.1 Timelines for Go shipments

To ensure a smooth shipping process, understanding key timelines is crucial. With Maersk Go, we have precise and upfront timelines for:



Shipping instructions and amendments

Adhere to the deadlines for submitting SI and any booking amendments.



Container gate-in

Coordinate with the terminal to arrange container delivery within the required timeframe.



VGM deadline

Comply with VGM regulations by providing accurate container weight information before the cutoff.



Vessel schedules

Be aware of the vessel's departure schedule to plan your shipment accordingly.

4.2 Export customs clearance procedures

Familiarise yourself with export customs regulations and documentation requirements to avoid delays. You can also purchase 'export customs clearance' as a value-added service while booking your shipment to expedite this process.

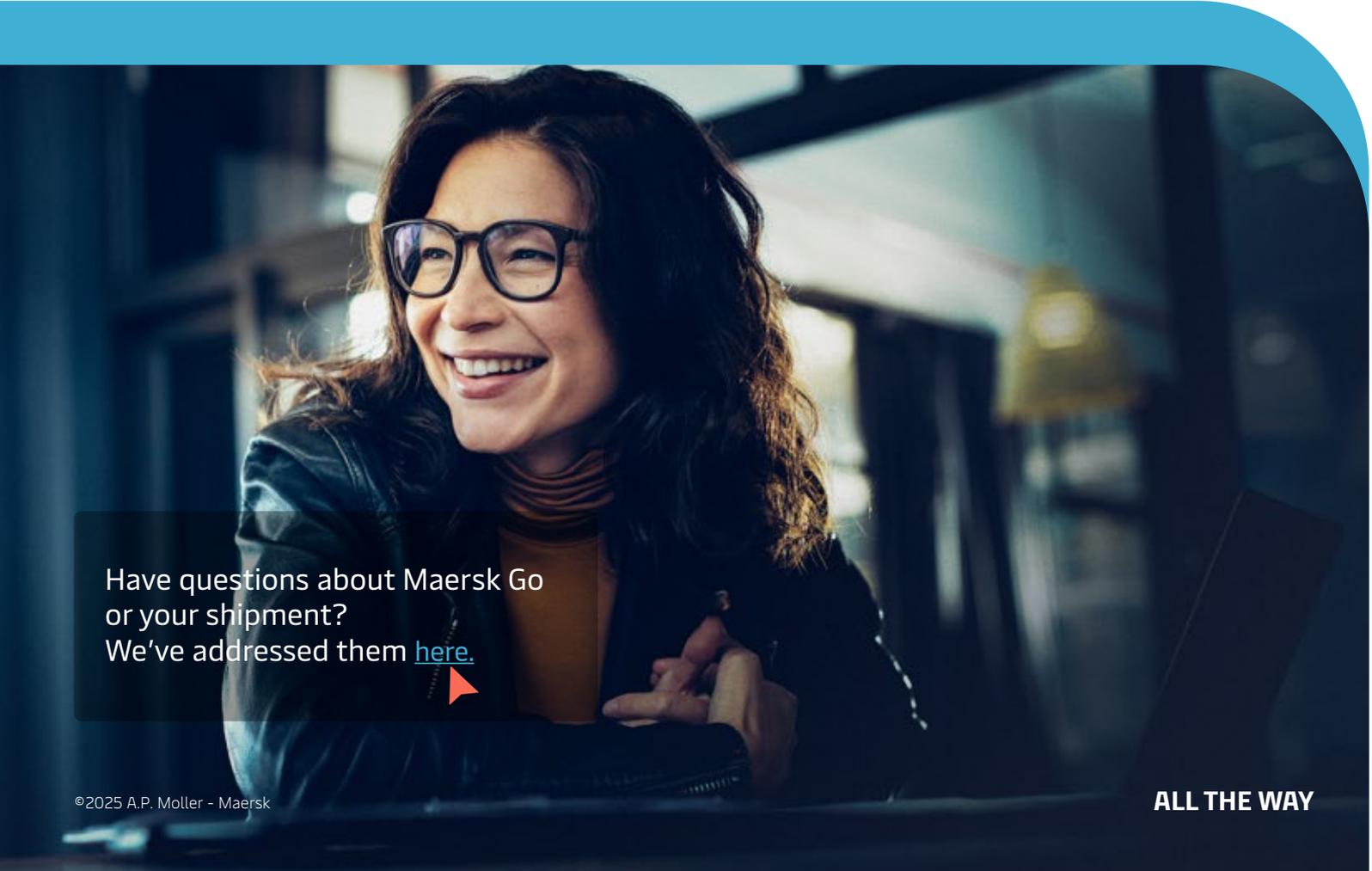
Are you shipping to the US? Here you can find additional information to navigate potential complexities:

- ✓ [Customs documents you need to ship to or from the US](#)
- ✓ [US import/export license: What is it and how do I get it?](#)
- ✓ [Customs clearance: Port filing in the US](#)

4.3 Understanding Maersk Go terms and conditions

Thoroughly review the terms and conditions associated with your Maersk Go bookings. This includes understanding cancellation policies, amendment fees, and liability limitations. Here you can find all applicable terms and conditions:

- ✓ [Understanding Maersk Go T&Cs and loading guarantee](#)



Have questions about Maersk Go
or your shipment?
We've addressed them [here](#).

5 During transit

And finally, your Go shipment is aboard the vessel and in transit. Here's everything you need to know and do now:



5.1 Tracking your Go freight

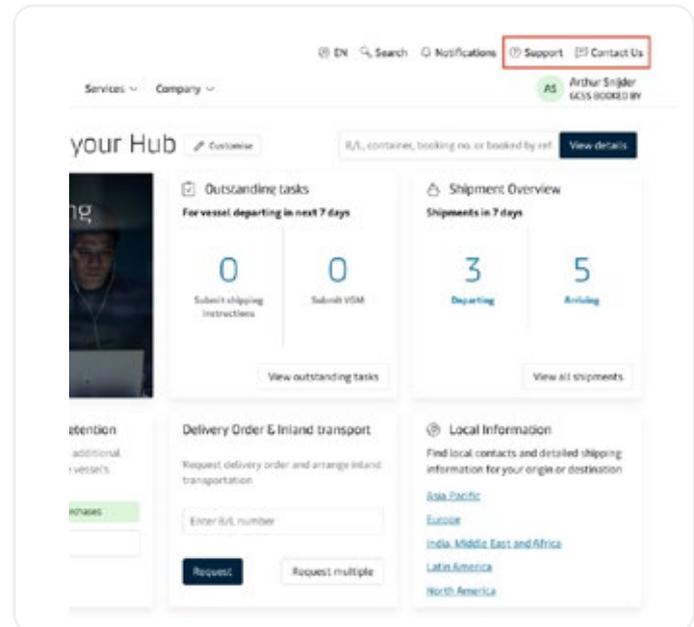
Stay informed about the vessel's location, port calls, and estimated arrival time (ETA). Maersk Go offers real-time shipment tracking, allowing you to monitor your cargo's progress throughout its journey.

5.2 Requesting support

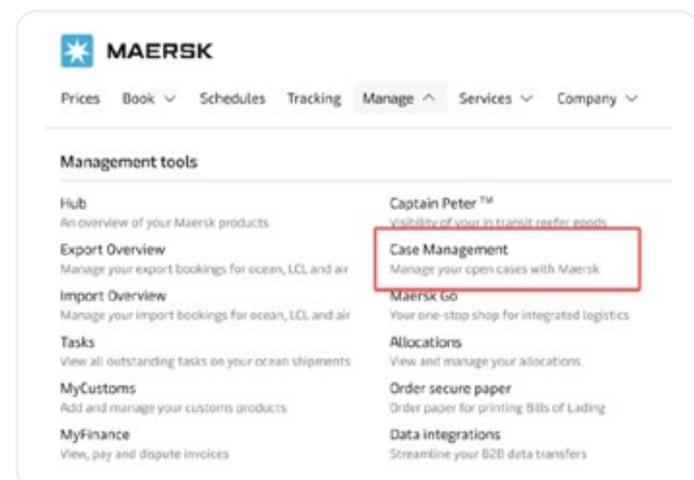
Need help with anything? First, see if you can find your query in the Frequently Asked Questions (FAQ's). Alternatively, you can reach out to our Support team. To find FAQ's or reach out to the Support team, click 'Support' in the left-hand menu:

The screenshot shows the Maersk Hub dashboard. At the top, there is the Maersk logo, a language selector set to 'EN', and a search icon. Below the logo is a navigation bar with links for 'Prices', 'Book', 'Schedules', 'Tracking', 'Manage', 'Services', and 'Company'. The main content area is titled 'Welcome to your Hub' and includes a 'Customise' button and a 'B/L, container' filter. A central banner asks for feedback with a 'Survey' button. To the right, there is a section for 'Outstanding tasks' for vessels departing in the next 7 days, showing two zero counts for 'Submit shipping instructions' and 'Submit VGM', with a 'View outstanding tasks' button. Below this, there are sections for 'Import Demurrage & Detention' (with a 'Save 30% on freetime purchases' offer and a 'View details' button) and 'Delivery Order & Inland transport' (with a form to 'Enter B/L number' and 'Request' buttons). On the left, a vertical menu contains various options, with 'Support' highlighted by a red box.

Alternatively, click 'Support' or 'Contact Us' in the top navigation menu:



To access Case Management directly, navigate to 'Case Management' in the 'Manage' menu:



Finally, you can access our live chat function by finding the chat icon at the bottom-right of all Maersk.com pages:



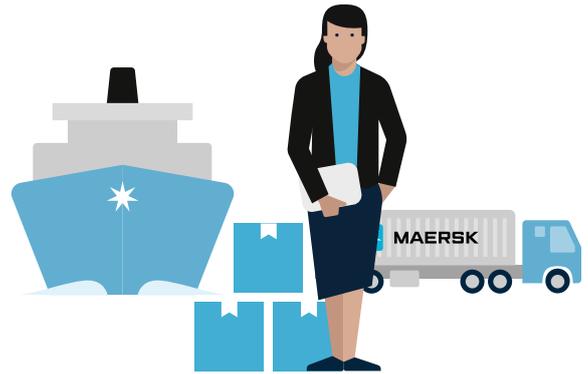
5.3 Understanding arrival notice

When your shipment is nearing its destination, be prepared to receive an arrival notice or notice of arrival (NOA) from Maersk. This notification will provide details about the expected arrival date and necessary import procedures.

[READ MORE: How to access arrival notice for Maersk Go booking?](#)

6 After arrival

Great news! Your Go shipment has arrived at the destination port. Now what?



6.1 Import customs clearance and D&D charges

Upon arrival at the destination port, coordinate with your customs broker to handle customs procedures. Be prepared for potential customs duties and taxes. Maersk can also provide support with 'import customs clearance' formalities as an add-on service.

Additionally, understand the [demurrage and detention \(D&D\) charges](#) applicable to your shipment. By purchasing additional free days from Maersk up front, you can save up to 80% on D&D charges!

6.2 Understanding the cargo release process

Once customs clearance is complete, prepare for cargo release from the port. If any issues or discrepancies arise, follow the appropriate dispute resolution process outlined [here](#).

6.3 Onward inland freight journey

After your container has landed at the destination port, arrange for inland transportation to move your cargo to its final destination. Consider using Maersk's integrated inland transportation services for a seamless logistics solution.

[READ MORE: From click to cargo: Booking Inland Freight Services with Maersk](#)

