

2017. 10

Counter Business Handbook (Hong Kong)

香港櫃檯業務快速指南

I .Payment services

1. Invoice enquiry

Customer can see their invoices in MyFinance. If invoices not available in MyFinance, please contact GCCINV@MAERSK.COM.

2. Payment information

2.1 Payment acceptance & limits

At Hong Kong counter, we accept cheque in HKD & USD and cash in Hong Kong Dollar.

Cash payment should not exceed HKD \$5,000.

Personal cheque is not accepted.

For export shipment – We accept payment from Book by, price owner, shipper and invoice party.

For import shipment – We accept payment from consignee with a limit of HKD\$80,000.

Any 3rd party cheque payment should not exceed HKD\$30,000.

2.2 Late Payment Fee

Late payment fee will be applicable when payment has not been settled within 10 days from the vessel departure date.

Surcharge levels (in HKD) are listed below:

Surcharge	Rate Basis*	Amount	Scope
Late Payment Fee (LPF)	Per Bill of lading	Tier 1: Overdue 11-21 days: CNY 450/HKD 500 Tier 2: Overdue 22-31 days: CNY 950/HKD 1,050 Tier3 : Overdue 32 days or above: CNY 1,500/HKD 1,650	Exports and Imports

Note: All of the above will be rated according to vessel departure date.

2.3 OFAC

OFAC country sanctions programmes prohibit us from using USD or US Banks for any transactions related to Syria, Cuba, Sudan, North Korea, region of Crimea and Iran. Our partner bank HSBC confirmed that embargo related transactions in HSBC is strictly prohibited, therefore, for any OFAC related shipment, please arrange to remit EUR into our Maersk Line bank account. For details please contact PRSWKC@MAERSK.COM.

3. Bank information (for Maersk Line shipment)

Payment can be transferred to our bank account, please send the related bank slip and payment details to HKGFINFRC@MAERSK.COM for payment confirmation.

Account name:	Maersk Hong Kong Limited
Opening Bank:	The Hong Kong and Shanghai banking Corporation Limited
Bank address:	HSBC Main Building 1 Queen's Road Central Hong Kong
HKD account number:	047-186390-001
USD account number:	502-863111-201
Swift code:	HSBCHKHH

4. Finance contacts

Invoicing:	GCCINV@MAERSK.COM
Payment confirmation:	HKGFINFRC@MAERSK.COM
Payment center: (other enquiries)	PRSWKC@MAERSK.COM

II . Export documentation services

1.Issue original bill of lading at HK counter

1. Customer can pick up ocean bill of lading at HK counter (Kwai Chung office**) after vessel sailing and confirmed verify copy is correct
2. Requirement for picking up bill of lading:
 1. Settled Payment
 2. Bill of lading copy or invoice
 3. EIR (one port) or Issue Bill of lading company chop

Note : Bill of lading issued at HK is subject to a Transport Issuance Fee (BLF) HKD\$450 per bill for NON PRS shipment (which load out of Shenzhen, Guangzhou, Hongkong ports)

** HK counter address and office hour **

香港葵涌现代货箱碼頭货倉大厦 2 期 2 樓

2nd Floor, Modern Terminals Warehouse Phase II,
Berth One, Kwai Chung Container Terminal, Kwai Chung.

(10 minutes walk from Lai King MTR Station Exit B to Modern Terminals)

Office hours: 8:30am-12:30pm (cut off time 12:00noon)
1:30pm – 6:00pm (cut off time 5:30pm)

Monday to Friday (except public holiday)



香港葵涌現代貨箱碼頭貨倉大廈2期2樓
(從港鐵荔景地鐵站B出口站步行至現代貨箱碼頭方向只需10分鐘)

2nd Floor, Modern Terminals Warehouse Phase II, Berth One, Kwai Chung Container Terminal, Kwai Chung.
(Lai King MTR Station – Exit B)



2. Seaway bill of lading

➤ Seaway bill will be auto posted on Maersk line web page for customer to download after vessel sailing and against all prepaid charges settled, process as follow :

1. Settle payment via bank transfer and send bank slip by email to finance department for clear payment

or

Present payment at counter

2. After payment confirmation, download Seaway bill of lading at www.maerskline.com

3. Certificate

1. Documentation team will send the certificate to customer via email
2. Customer can print out certificate by themselves
3. Certificate sample as per below link
<https://www.maerskline.com/countries/china/important-information>
 - select E-Commerce guide → [【船证】操作手册 12. 如何查询船证模板和内容](#)

4. Switch bill of lading

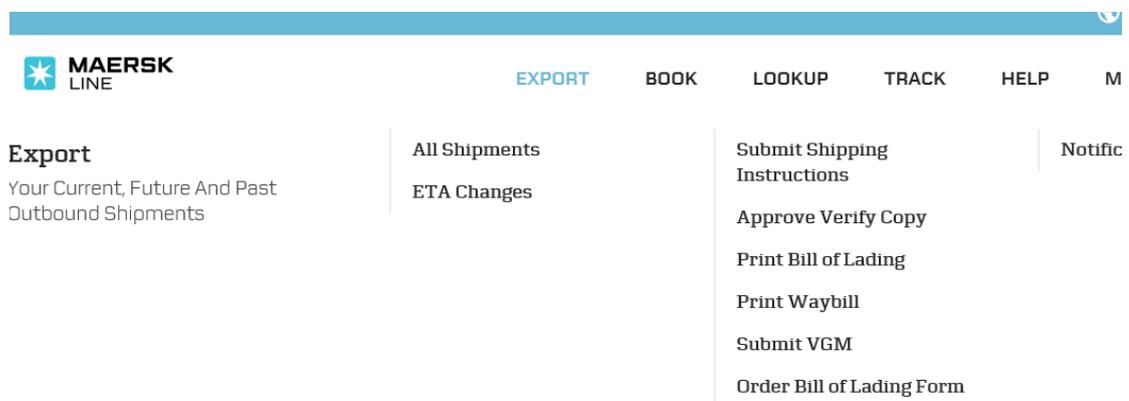
1. Customer surrendered first full set bill of lading to Maersk counter then send switch shipping instruction to cqdgscidx@maersk.com , ada.qin.shui@maersk.com and jounior.you@maersk.com
 2. Switch bill draft will be sent and customer checks whether the information is correct
 3. Settle all related charges and present company chop to counter for pick up switch bill lading
- ** cargo manifest will be submitted to customs before vessel arrives destination around 7-10 calendar days, switch bill may not be able to process once manifest submitted, customer needs to check the date before applying switch bill lading**

**** Cargo to United Status is not allowed to apply switch bill lading ****

5. Apply blank bill lading paper for web account

1. Customer sends the request by email (cn.south.export@maersk.com) with subject "request blank bill lading paper at HK"
2. Apply at www.maerskline.com

Log in → Export → order Bill of Lading Form



3. Customer comes to counter and pick up the blank bill of lading forms against company chop after received counter confirmation email

6. Telex release

1. Shipper Surrendered full set Bill of Lading and shipper letter head telex release letter ****[official format](#) as follow****
2. Settle all related payment
3. Counter will stamp the telex release confirmation chop at bill lading copy or official receipt for customer reference
4. Telex release fee of cargo export from mainland china rmb190 and export from Hong Kong usd30 , export from non Hong Kong and china location will subject to destination tariff

5. Telex release is not accepted for below countries:

Country	國家
Angola	安哥拉
Argentina	阿根廷
Bolivia	玻利維亞
Brazil	巴西
Chile	智利
Colombia	哥倫比亞
Costa Rica	哥斯達黎加共和國
Dominican	多明尼加共和國
Ecuador	厄瓜多爾
El Salvador	薩爾瓦多
Guatemala	危地馬拉
Haiti	海地
Honduras	洪都拉斯
Mozambique	莫桑比克
Nicaragua	尼加拉瓜
Panama	巴拿馬
Paraguay	巴拉圭
Peru	秘魯
Venezuela	委內瑞拉

****Bill of lading endorsement and telex release letter requirements ****

Consignee on bill of lading	Endorsement party	Release to party
To Order/ To Order of shipper	Shipper	Any
Consignee	Not required	Consignee
To order of AAA	AAA and shipper	Any

If there are two companies showed as shipper on bill of lading, telex release letter requires to be issued by the principal party, details as follow:

Shipper on bill of lading	Endorsement party	Telex release letter issue party
Shipper A care of B (A is principal)	A company	A company
Shipper A on behalf of B (B is principal)	B company	B company

**** telex release form ****

(Please use your company's letterhead)

电报发货通知

Telex Release of Cargo at Destination

To: Maersk Line A/S
 Esplanaden 50
 1263 Copenhagen K , Denmark
 c/o Maersk Hong Kong Limited as agent for the carrier

兹有我司以下货物即将运抵目的地，现将该票货物的正本提单（全套）交还贵司，并申请将该提单所注货物直接发给收货人，收货人无需提供正本提单。如因此产生任何纠纷，我司承诺承担一切后果，并赔偿贵方及贵方的雇员、代理人 and 分包商的所有损失，滞期费，罚款，以及其他费用包括相关诉讼费用。

Our company would like to submit full set Original Bill(s) of Lading (duly endorsed) of below shipment, for your release of cargo to below party at destination, without production of any Bill(s) of Lading.

In consideration of your complying with our above request we hereby agree and undertake to indemnify you and your servants, agents, officers, directors and sub-contractors against all consequences of your so doing, and to keep you harmless and indemnified against any claims, liabilities, losses, damages, charges, fines, penalties, costs and expenses (including legal fees and expenses) of whatsoever nature arising from or in connection with your complying with our above request.

提单注明的货物资料如下 (Details instructed on the original bill of lading)

提单号码 (B/L No.) :

柜 号 (Container No.) :

货 名 (Commodity) :

件 数 (No. of Packages) :

货物毛重 (Cargo Gross Weight) :

目 的 地 (Place of Delivery) :

收 货 人 (Cargo release to party):

申请公司 (Requested by – Company Name) :

电放费支付人 (Telex Release Charge paid by) :

电放费支付地 (Telex Release Charge paid at) :

联系人 (Contact Person) :

邮件地址 (Email address) :

电话 (Tel) :

签字及盖章 (Company chop & signature) :

日期 (Date) :

以上内容为中英文对照版。如中英文之间存在冲突或矛盾之处，请以英文版为准。

In the event of any conflict or discrepancy between the Chinese and English versions, the English version shall prevail.