

Maersk Line New Customer Onboarding Package

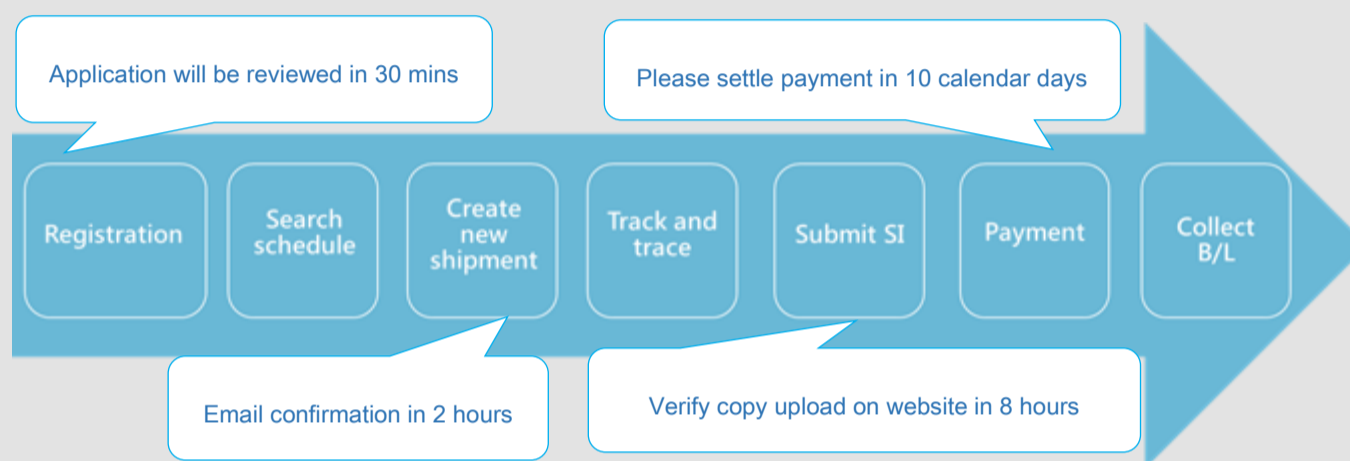
The tool kit with everything you want to know



Dear Customer,

Thanks for choosing Maersk Line to grow your business! To improve your experience with Maersk Line and daily operational efficiency, we would like to present to you with the following tips, which include shipment process, important links, payment instructions and surcharge, VGM, and key contacts.

1. Flow ([Click here to see more](#))



[Click here to see our New Customer Onboarding pages](#)

2. Important links

- [Live Help](#)
- [FAQ and full Handbook \(Chinese version only\)](#)
- [Vessel schedule checking, CY/SI cut off details](#)

3. VGM

- [FAQs](#) (Including WPRD & HKG VGM submission to barge agent)
- **No VGM, No load**

4. Payment instruction

- [Bank account details and exchange rate](#)
- [Detention and Demurrage charge](#)
- Transport Documentation Amendment Fee is applied for amendment after submission of SI.
- Invoice will be put **online the second day after vessel departure**, please log on to our website to check it. Please also settle the necessary payment within **10 calendar days** after the departure of first leg (vessel/barge), or a **late payment fee** will be applied.
- [How to check your invoice \(Chinese version only\)](#)

5. Key contacts

Team	Phone	Email	Remarks
Customer Service (Export)	+86 755-2502 0000 (Press 0 Press 1) +852 3765 3765 (Press 0 Press 1)	cn.south.export@maersk.com	Special Cargo: 0-3
Customer Service (Import)	+86 20-3811 2288 (Press 0 then 2) +852 3765 3765 (Press 0 then 2)	cn.import@maersk.com	
Counter B/L service	+86 755-2502 0000 (Press 0 then 4)	cn.south.export@maersk.com	All original B/L/ Sea Waybill issuance; Third place issuance; Telex Release arrangement
Counter Finance service	+86 755-2502 0000 (Press 0 then 5 then 2)	szhfincou@maersk.com	Application for tax invoice and bank slip
Payment Centre	+86 755-2502 0000 (Press 0 then 5 then 1)	gccinv@maersk.com	For debit note/ payment checking only
Quotation	We encourage you to use our online quote function by clicking here		

Best regards,

Maersk Line South China area

Follow us on WeChat  to get useful information:

马士基集团(MaerskGroup)

马士基航运(MaerskLineChina)

马士基在线帮助(MLlivehelp)



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Maersk Line Greater China Cluster

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