

Customer Advisory

Payer Amendment of Longstanding at Destination

19 May 2020

Dear Valued Customer,

In spirit of delivering overall transparent, consistent and easy shipping experience, we would like to inform our new regulation regarding payer amendment of longstanding at destination.

In order to minimize the number of longstanding containers and to avoid cargo abandonment, **for container that already longstanding at destination more than 45 days (Reefer Container) and 60 days (Dry Container), Maersk will charge the detention & demurrage fee back to the shipper at origin.**

This regulation will be applied if there is no positive feedback from your consignee regarding cargo clearance. Therefore, for shipper kindly provide valid consignee contact when submitting final shipping instruction to make us easier to contact your consignee and coordinate with your consignee if there is escalation from Maersk regarding cargo clearance at destination.

For consignee, kindly do cargo clearance within the agreed free time and keep coordinating with our customer service representative regarding longstanding container to avoid further issue.

Please take note, beside the detention & demurrage, payer amendment fee might be applied to such case.

This regulation will be applied with immediate effect.

For any additional inquiries, we invite you to contact our Customer Service representative.

Thank you for your continuous support.

Best Regards,
Maersk