Export Booklet
All you need to know in your export shipping journey

Click on topics

Invoice Payment
Booking
Cargo Readiness
Managed Shipment
Documentation

E-Guide (link) - Your 24 hours teacher for Maersk.com
1. Booking

Place Booking

You may place a booking by creating a New Booking or Duplicate Booking.

Where is your Departure location and Arrival location?

Select Merchant Haulage (CY) for Ocean service only.
Select Carrier Haulage (SD) for Ocean + Inland Delivery services.

Proceed by filling up the Commodity, Container details, Departure Date, Price Owner and Contact details.

Now we are at Booking Tab 2: Select Sailing

- If you have contract with Maersk, you will see Contract options.
- If you don’t have contract with Maersk, you will see SPOT and Non-Spot options.
- NOTE: Please confirm that you read the Details before clicking on ‘BOOK’.

You may check the latest Demurrage and Detention Free Time information and SPOT Terms and Conditions by clicking on the extension of Details.

Proceed with Additional details tab and review the booking.
Amend Booking

In case you need to amend/cancel booking, go to Shipment Binder.

- Online Booking Amendment turn time: 1 hour
- Amendment on Price Owner, Commodity and Contract is not allowed after container pick up.
- Amendment and Cancellation fee are applicable for SPOT booking (only changes in schedule or reduction in volumes).

2. Manage Shipment

Keep track with your shipment -> Subscribe to container movement & transport plan changes notification on Maersk.com.

Click on 🌐 > Manage subscription

Managed your shipment with Shipment Binder. You may go to Shipment Binder by Track or Clicking on the shipment number from Shipment Overview.
The Shipment Binder contains all the information you need about a shipment.

Check the Shipped on Board date and deadline from Shipment Binder – Overview

3. Documentation
You may view your pending tasks at Shipment Overview – Export.

Shipping Instruction submission deadline:
- 40 hours prior vessel arrival to load port (Advanced Import Manifest Countries - United States, Canada, European Union, Turkey, China, Japan, Israel, Mexico, Korea)
- 8 hours prior vessel arrival to load port (Other Countries)

Dangerous Good Declaration Form submission deadline:
- 72 hours prior Maersk vessel arrival to load port
- 108 hours prior Non-Maersk vessel arrival to load port

Mandatory requirements for submitting a shipping instruction can be downloaded here

Classification: Public
Submit Shipping Instruction SI

Click on the Submit button in the picture above to submit Shipping Instruction. Complete the submission by filling up the 4 information tabs below.

1. **Document** – Select BL type, vessel & location name, and certificate request
2. **Parties** – Update shipper, consignee, etc.
3. **Payers** – Update payment term and assign payer
4. **Cargo and VGM** – Update cargo description, VGM and container details

**Bill of Lading**

The draft copy of Bill of Lading will be ready for your approval, 8 working hours upon the submission of Shipping Instruction.

Review and Approve the draft copy. Amend online if required.

Final Bill of Lading will be ready for download, 24 hours after vessel departs.

Easy release of Bill of Lading to your consignee -> [link](#)
Submit Verified Gross Mass

Once you have the Verified Gross Mass for your container, click on Submit button below for submission.

### 4. Cargo Readiness

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<tr>
<th>Deadline Type</th>
<th>Submission Deadline</th>
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<td>Container Pick-up / Load list Closure</td>
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<td>Advanced Import Manifest (SI)</td>
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<td>Dangerous Good Declaration Form</td>
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*ETA – Estimated time of arrival*

You may refer to Menu -> Local Offices & Information -> Malaysia -> Export, for the CY and Verified Gross Mass (VGM) cut-off deadline.

[https://www.maersk.com/local-information/asia-pacific/malaysia/export](https://www.maersk.com/local-information/asia-pacific/malaysia/export)
5. Invoice Payment

Download Invoice

Invoices are generated 24 hours after vessel departure. You may download your Invoice through MyFinance.

Payment information is available on the invoice. Payment can be made by online payment.

Submit Payment Reference

You may submit your payment proof to MyFinance.

Click ‘See more’ > ‘3rd Party invoice search’ > ‘Redirect’

Submit the payment reference via Create Payment Remittance button above.
Contact: We are here to assist

If at any time support is required.

**ChatBot**

Click on the Chat to start.

- Use the Options (Main Menu) to get the answers to your queries.
- If ChatBot cannot serve with your request and Agent Chat is not available, there will be Case Number and your request will be email-based.
- Live Agent is available during our business hours (Mon-Fri 0900 to 1700hrs) and subject to availability.
- Please provide the details matched with the required format when ChatBot requests for more details; Otherwise, ChatBot will not be able to detect your request.
Mailbox (Export) : my.export@maersk.com

Customer Service Hotline : +60 3 8601 2940

Address : Suites C-06-05/6/7/8, Level 6
SkyPark @ One City, Jalan USJ 25/1
47650 Subang Jaya, Selangor
MALAYSIA.

Counter Operation Hours : 09:00 – 15:30
Lunch Break 12:30 to 13:30
Closed on Saturday, Sunday and Public Holidays
Scan QR Code for counter appointment form