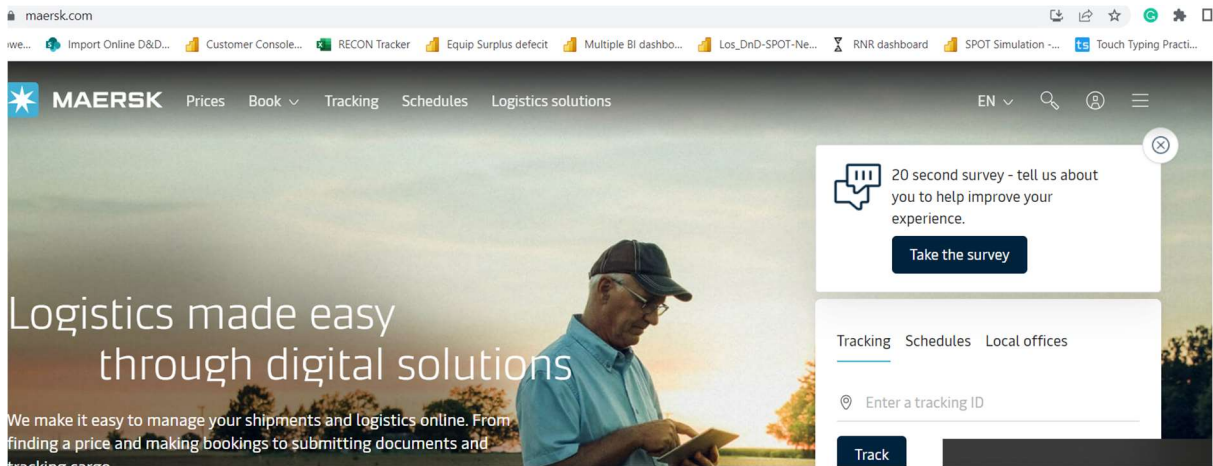


## Step 1: Go to Maersk.com



## Step 2: Login with your customer ID

# Login

Remember my username

**Log in**

Need help with your [username](#) or [password](#)?

### Step 3 : You will land to Hub Page of Maersk

The screenshot shows the Maersk Hub dashboard. At the top, there is a navigation bar with the Maersk logo, 'MAERSK', and links for 'Prices', 'Book', 'Tracking', 'Schedules', 'Logistics solutions', and 'Manage'. On the right, there are options for 'EN', a search icon, a user profile icon, and a menu icon. Below the navigation bar, the main content area is titled 'welcome to your HUD' and includes a 'Customise' link and a search box for 'B/L or container no.' with a 'TRACK' button. The dashboard is divided into several widgets:

- Warehousing & Distribution:** A banner with the text 'Whatever your warehousing needs are, we have a solution to fit, no matter what corner of the globe.' and a 'Contact us' button.
- Outstanding tasks:** A widget titled 'Outstanding tasks For vessel departing in next 7 days' showing '12' tasks to 'Submit shipping instructions' and '9' tasks to 'Submit VGM'. A 'View outstanding tasks' button is at the bottom.
- Shipment Overview:** A widget titled 'Shipment Overview Shipments in 7 days' showing '23' 'Departing' and '15' 'Arriving' shipments. A 'View all shipments' button is at the bottom.
- Import Demurrage & Detention:** A widget with the heading 'Import Demurrage & Detention' and the instruction 'Enter a bill of lading number to view detention and demurrage details'. It features an input field and a 'View details' button.
- Delivery Order:** A widget with the heading 'Delivery Order' and the instruction 'Enter a Bill of Lading number to request the delivery order'. It features an input field and a 'Request' button.
- ETA Changes:** A widget with the heading 'ETA Changes' and a table showing 'Changes in the last' and 'ETA changed by'.


Changes in the last	ETA changed by
24 hrs 2	1-3 days 0
1-3 days 0	3-7 days 2
3-7 days 0	Over 7 days 0

k.com

Step 4: To check your consignee FT extension offer go to Import Demurrage & Detention Widget & Input your Bill of Lading no and Click View details

This is a close-up view of the 'Import Demurrage & Detention' widget. The heading is 'Import Demurrage & Detention'. Below the heading, the text reads 'Enter a bill of lading number to view detention and demurrage details'. There is a text input field with a blue border containing the number '6'. Below the input field is a dark blue button with the text 'View details' in white.

## Step 5: You will be landed to DND Calculator Page

Prices Book Tracking Schedules Logistics solutions ManageEN

[← Back to Dashboard](#)

Shipment: 2[REDACTED]31

Durban, ZA  
9 August 2023

Antwerp, BE  
15 September 2023

Demurrage Detention

### Demurrage charge & free days details

You can select a new 'Pickup date' to view demurrage charge applicable (as per the contract/ standard tariff).

[Pick up location](#)

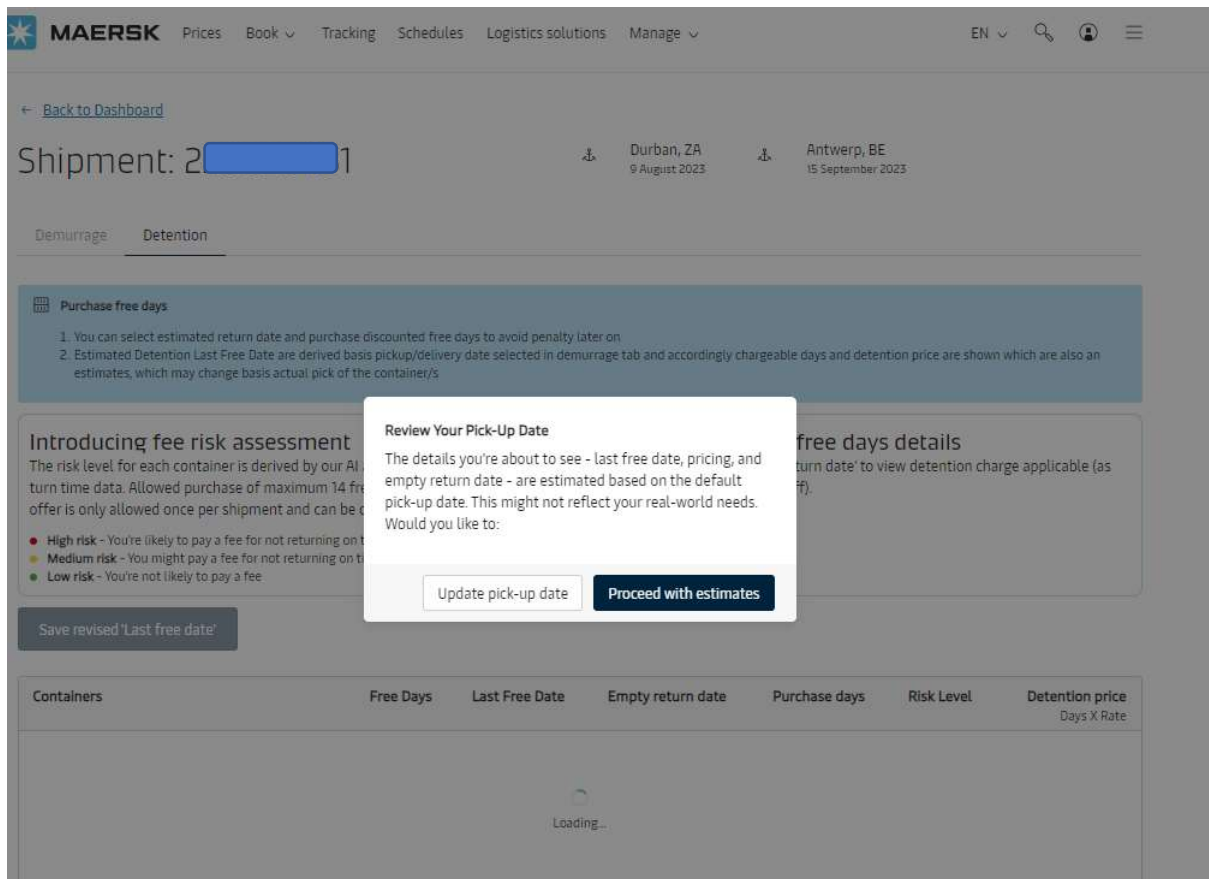
Save revised 'Last free date'

Containers	Free Days	Last Free Date	Pickup date	Chargeable days	Demurrage price Days X Rate
M [REDACTED] 40 Dry High Fruits, nuts, dried, non-frozen	5 days	19 Sep 2023 <small>Estimated</small>	15 Sep 2023	0 days	EUR 0.00

Total no. of containers: 1 Total price\* EUR 0.00

\*Demurrage price displayed is initial estimate to this shipment based on selected pickup/delivery date.  
Your invoice will contain additional local tax or changes to these figures in accordance to [terms and conditions](#).

Step 5: Pick up date will be auto selected basis customer previous History and customer can go to Detention Tab to Purchase Free time Detention.



Step 7: Post selection of option of Pick up date for Detention can do simulation to see the risk level and decide on what free days to purchase.

**Purchase free days**

1. You can select estimated return date and purchase discounted free days to avoid penalty later on
2. Estimated Detention Last Free Date are derived basis pickup/delivery date selected in demurrage tab and accordingly chargeable days and detention price are shown which are also an estimates, which may change basis actual pick of the container/s

**Introducing fee risk assessment**

The risk level for each container is derived by our AI algorithm using the historical turn time data. Allowed purchase of maximum 14 free days for each container & offer is only allowed once per shipment and can be done till vessel arrival.

- **High risk** - You're likely to pay a fee for not returning on time
- **Medium risk** - You might pay a fee for not returning on time
- **Low risk** - You're not likely to pay a fee

**Detention charge & free days details**

You can select a new 'Empty return date' to view detention charge applicable (as per the contract/ standard tariff).

📍 Empty return location

Save revised 'Last free date'

Containers	Free Days	Last Free Date	Empty return date	Purchase days	Risk Level	Detention price Days X Rate
M 9 40 Dry High Fruits, nuts, dried, non-frozen	4 days	19 Sep 2023 <small>Estimated</small>	18 Sep 2023 <small>Predicted date</small>	0 days	Medium risk	EUR 0.00

Total no. of containers: 1

Total price\* EUR 0.00

Purchase detention days

- By accepting the terms above, you agree to become a payer for the invoice, which will be sent for the purchase of detention free days (Freetime extension contract) and to make the payment for the invoice within 24 hours of receiving it. Kindly note that once purchased, this charge for the Freetime extension contract is non-refundable.

\*Detention price displayed is initial estimate to this shipment based on selected empty return date.  
Your invoice will contain additional local tax or changes to these figures in accordance to [terms and conditions](#).

Step 8 : If customer made mind to buy free time on discount then he need to accept the offer and click on purchase Detention days. Post that they will get message confirmation in Green banner and Price will be invoiced accordingly.

📌 **Great. Your request for purchase of free days has been received and would be confirmed once you complete the payment.**  
You should receive a notification in your email Praveen.Divekar@maersk.com. This request will be handled by our customer service team and you should receive the invoice in few hours. Once invoice is received, please complete payment in 24 hours for the confirmation of the purchase.

Purchase detention days