



# Maersk.com Booking Amendment 2021 Version

Updated  
June 2021



Click "Tracking"

# Logistics made easy

We make it easy to manage your shipments and logistics online.  
From finding a price and making bookings to submitting documents  
and tracking cargo.

Register and you will soon be able to manage your logistics online.

REGISTER NOW

LOGIN


Track shipments

TRACK

# Tracking results

Enter container or transport document number

SEARCH

 Print

Type Your Booking No.  
Then Click "SEARCH"

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# Maersk.com Booking Amendment

You will be redirected to 2021 version if your booking;

- Is dry container shipment (Except SOC and NOR)
- Has single type of container
- Has CY as a service mode for origin
- Is **not** Maersk Spot Shipment

Apart from above, system will redirect you to the classic version.

# Amend/Cancel Booking

Customers are able to amend and cancel the booking via Maersk.com, please click the link to see the instruction;

- [Amend Booking](#)
- [Cancel Booking](#)
- [Issue Troubleshooting](#)

# Amend Booking

[Back to overview](#)

Departing on

Arriving on

## Shipment Binder

**Overview**

Documents

Containers

Pricing

Log

Additional services

Place of receipt

Port of loading

Port of discharge

Place of delivery

Transit time

 [View detailed transport plan](#)

All dates and times are given as reasonable estimates only and subject to change without prior notice.

Shipment no.

Booked by

Contract ID

Price Calculation Date

Product Type

Booked By Reference

Service Mode

Haulage, Export Release ..

Click "AMEND BOOKING"

Actions

DUPLICATE BOOKING

AMEND BOOKING

CANCEL BOOKING

SUBMIT

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# Amendment request for booking number

From/To Location (including Service Mode)  
can be changed from these fields

## Your booking details

From (City, Country/Region)

Service mode

STORE DOOR (SD)

CONTAINER YARD (CY)

Location

Previously used:

To (City, Country/Region)

Service mode

CONTAINER YARD (CY)

STORE DOOR (SD)

Location

Previously used:

☐ I want to pick up the empty container(s) in another city

Price owner



Show full address



☐ I want to pick up the empty container(s) in another city

Price owner



Customer reference (optional)



REMOVE



EDIT

Click "EDIT" to edit Price Owner  
*Price Owner can be revised before picking up the container(s)*

Earliest departure date



Containers within your booking

Commodity

Click to change your preferred Earliest Departure Date (if needed)  
*Recommend to select -3 days from your preferred ETD*

Previously used:



This cargo is considered dangerous



Earliest departure date



Commodity, Container Size/Type, Container Quantity, and Cargo Weight can be revised from these fields

Containers within your booking

Commodity

☐ This cargo requires temperature control

☐ This cargo is considered dangerous

Previously used:

Container type & size

Number of containers

—

+

Weight per container (kg - cargo only)

—

+

☐ I wish to use a shipper's own container, an import return container or a triangulation container

☐ The cargo is oversized

When done, click "CONTINUE"

[+ ADD ANOTHER CONTAINER TYPE/ SIZE](#)



CONTINUE

Earliest departure date

Containers within your booking

Commodity

Previously used:

Container type & size

☐ I wish to use a shipper's own container, an import

☐ The cargo is oversized

+ ADD ANOTHER CONTAINER TYPE / SIZE

Service Contract no. can be revised from this window  
*Service Contract no. can be revised before picking up the container(s)*

### No customer allocation (commitment) agreement was found

You have following options:

AMEND BOOKING DETAILS

OR

☒ Specify a contract below

Enter contract number

☐ I do not have customer allocation (commitment) 

CONTINUE

Then, click "CONTINUE"

CONTINUE



Booking information

2

Select sailing

3

Additional details

4

Review

# Amendment request for booking number

## Original route and schedule

Need help navigat

Click "Continue" on your current vessel

Please click [here](#)

This is the current vessel on your booking.

**Departs**

11 MAY 2021

Laem Chabang

**Arrives**

04 JUN 2021

Mombasa

**Vessel**

MAERSK SOFIA

**Voyage number**

119W

**Container gate in**

deadline

Currently unavailable

**Service contract**

Currently unavailable

CONTINUE

[SHOW DETAILS ▾](#)

By continuing with the existing route you will not be able to amend the pickup-date and depot on the next page. If you want to change any of the details related to route or haulage, you need to load more sailings below and then select a validated sailing.

LOAD MORE SAILING OPTIONS

**Disclaimer:**

These dates and times are estimated and subject to change. All times are local.

For bookings on contract, market or tariff prices, the rate on the invoice will be based on the price owner and named account customer (if applicable), commodity, equipment, service contract number, vessel and route on the booking confirmation basis your selection at booking. Therefore, if you would like to change any of







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Booking information



Select sailing



3 Additional details



4 Review

## Amendment request for booking number

### Required details

These details are required to complete your booking

Any additional requests which Maersk.com has no function  
can be provided via this field

*In case that CY Date field is locked, your preferred CY Date  
can be provided here*

#### Container pick-up depot

CY Date can be revised from this field

Pick-up date




Haulage reference (optional)



0 / 500


Note that additional charges can incur if the container is picked up from a different location than the origin or the date selected exceeds the agreed free time or other standard deals. Please refer to your country's local webpage or contact customer service for details about the potential charge amount.

 Remove

 EDIT

SHOW OPTIONAL PARTIES 

## Additional products and services

 Value added services cannot currently be amended online – if you would like to amend these services, please contact your service teams.

When done, click “REVIEW BOOKING”

customer

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# Cancel Booking



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Departing on

Arriving on

## Shipment Binder

**Overview**

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Place of receipt

Part of loading

Part of discharge

Place of delivery

Transit time

 [View detailed transport plan](#)

*All dates/times are given as reasonable estimates only and subject to change without prior notice.*

Shipment no.

Booked by

Contract ID

Price Calculation Date

Product Type

Booked By Reference

Service Mode

Haulage, Export Release ..

Click "CANCEL BOOKING"

Actions

Duplicate Booking

Amend Booking

CANCEL BOOKING

Submit

Chat



Then, click "CANCEL NOW"

# Cancelling booking

By making this Cancellation request of the booking via the date of the original SPOT booking confirmation

Select the reason and provide the comments (optional)

Cancellation Reason

Please Specify.. ▾

Feel free to provide additional comments

100 characters left

CANCEL NOW!

GO BACK



Chat

# Issue Troubleshooting

# Frequently Found Issues

Please click the link to see the solution for each issue;

- Issue 1: [Both CY date and Haulage Reference fields are locked](#)
- Issue 2: [Cannot continue with the current vessel](#)



Issue 1: Both CY date and Haulage Reference fields are locked



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Booking information



Select sailing

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# Amendment request for booking number

## Required details

These details are required to complete your booking

Need

ina, please click [here](#)

Click to go back to Select Sailing page

### Container pick-up depot

Pick-up date



Haulage reference (optional)



0 / 500

Note that additional charges can incur if the container is picked up from a different location than the origin or the date selected exceeds the agreed free time or other standard deals. Please refer to your country's local webpage or contact customer service for details about the potential charge amount.



Booking information

2

Select sailing

3

Additional details

4

Review

# Amendment request for booking number

## Original route and schedule

Need help navigating our new booking journey? Click [here](#) for a short video tutorial. For China, please click [here](#)

This is the current vessel on your booking.

Departs	Arrives	Vessel	Voyage number	Container gate in deadline	Service contract
11 MAY 2021 Laem Chabang	04 JUN 2021 Mombasa	MAERSK SOFIA	119W		Currently unavailable

CONTINUE

Click "LOAD MORE SAILING OPTIONS"

SHOW DETAILS ▾

By continuing with the existing route you will not be able to amend the pickup-date and dep the next page. If you want to change any of the details related to route or haulage, you need to load more sailings below and then select a validated sailing.

LOAD MORE SAILING OPTIONS

### Disclaimer:

These dates and times are estimated and subject to change. All times are local.

For bookings on contract, market or tariff prices, the rate on the invoice will be based on the price owner and named account customer (if applicable), commodity, equipment, service contract number, vessel and route on the booking confirmation basis your selection at booking. Therefore, if you would like to change any of





There will be the same vessel/voyage on New Sailing Options section

## Original route and schedule

This is the current vessel on your booking.

Departs	Arrives	Vessel	Voyage number	Container gate in deadline	Service contract	
11 MAY 2021 Laem Chabang	04 JUN 2021 Mombasa	MAERSK SOFIA	119W	Currently unavailable	Currently unavailable	<a href="#">CONTINUE</a>

[SHOW DETAILS ▾](#)

By continuing with the existing route you will not be able to amend the pickup-date and depot on the next page. If you want to change any of the details related to route or haulage, you need to load more sailings below and then select a valid sailing.

Click "SELECT" with your current vessel

## New sailing options

These are the new vessels options you may consider for your booking.

Departs	Arrives	Vessel	Voyage number	Container gate in deadline	Service contract	
11 MAY 2021 Laem Chabang	04 JUN 2021 Mombasa	MAERSK SOFIA	119W	08 MAY 2021, 12:00	No contract found	<a href="#">SELECT</a>

[Show Route](#) | [Pricing](#) | [Other Details](#)





# Amendment request for booking number

## Required details

These details are required to complete your booking

CY Date and Haulage Reference fields will be unlocked [here](#)

Container pick-up depot

Pick-up date



Haulage reference (optional)



Note that additional charges can incur if the container is picked up from a different location than the origin or the date selected exceeds the agreed free time or other standard deals. Please refer to your country’s local webpage or contact customer service for details about the potential charge amount.

Issue 2: Cannot continue with the current vessel



✓ Booking information

2 Select sailing

3 Additional details

4 Review

## Amendment request for booking number

### Original route and schedule

Need help navigating our new booking journey? Click [here](#) for a short video tutorial. For China, please click [here](#)

This is the current vessel on your booking.

Departs	Arrives	Vessel	Voyage number	Container gate in deadline	Service contract
11 MAY 2021 Laem Chabang	04 JUN 2021 Mombasa	MAERSK SOFIA	119W		Currently unavailable

Click "LOAD MORE SAILING OPTIONS"

SHOW DETAILS ▾

By continuing with the existing route you will not be able to amend the pickup-date and dep the next page. If you want to change any of the details related to route or haulage, you need to load more sailings below and then select a validated sailing.

LOAD MORE SAILING OPTIONS

#### Disclaimer:

These dates and times are estimated and subject to change. All times are local.

For bookings on contract, market or tariff prices, the rate on the invoice will be based on the price owner and named account customer (if applicable), commodity, equipment, service contract number, vessel and route on the booking confirmation basis your selection at booking. Therefore, if you would like to change any of



There will be the same vessel/voyage on New Sailing Options section

## Original route and schedule

This is the current vessel on your booking.

Departs	Arrives	Vessel	Voyage number	Container gate in deadline	Service contract
11 MAY 2021 Laem Chabang	04 JUN 2021 Mombasa	MAERSK SOFIA	119W	Currently unavailable	Currently unavailable

[SHOW DETAILS ▾](#)

By continuing with the existing route you will not be able to amend the pickup-date and depot on the next page. If you want to change any of the details related to route or haulage, you need to load more sailings below and then select a value.

Click "SELECT" with your current vessel

## New sailing options

These are the new vessels options you may consider for your booking.

Departs	Arrives	Vessel	Voyage number	Container gate in deadline	Service contract
11 MAY 2021 Laem Chabang	04 JUN 2021 Mombasa	MAERSK SOFIA	119W	08 MAY 2021, 12:00	No contract found

SELECT

[Show Route | Pricing | Other Details](#)

Departs	Arrives	Vessel	Voyage number	Container gate in	Service contract
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# Note

- Average turn-time for Booking Amendment via Maersk.com is 1-2 working hours, and 3-4 working hours for the requests under Haulage Reference field.
- In case that you are still facing with any error, please provide screenshot of error, timestamp of the error, and the details (e.g., steps till error occurred) to us for checking.
- **\*\* Important \*\*** Please make sure that all details on Amendment Request page are correct before clicking "Request Amendment"





Thank you for your amendment request

For more information, Live Chat with us via [maersk.com](https://maersk.com)

