







# **Tracking results**

Enter container or transport document number

MAERSK

SEARCH



# Type Your Booking No. Then Click "SEARCH"

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Cookie preferences

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Vessel schedules

Container sales



## 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

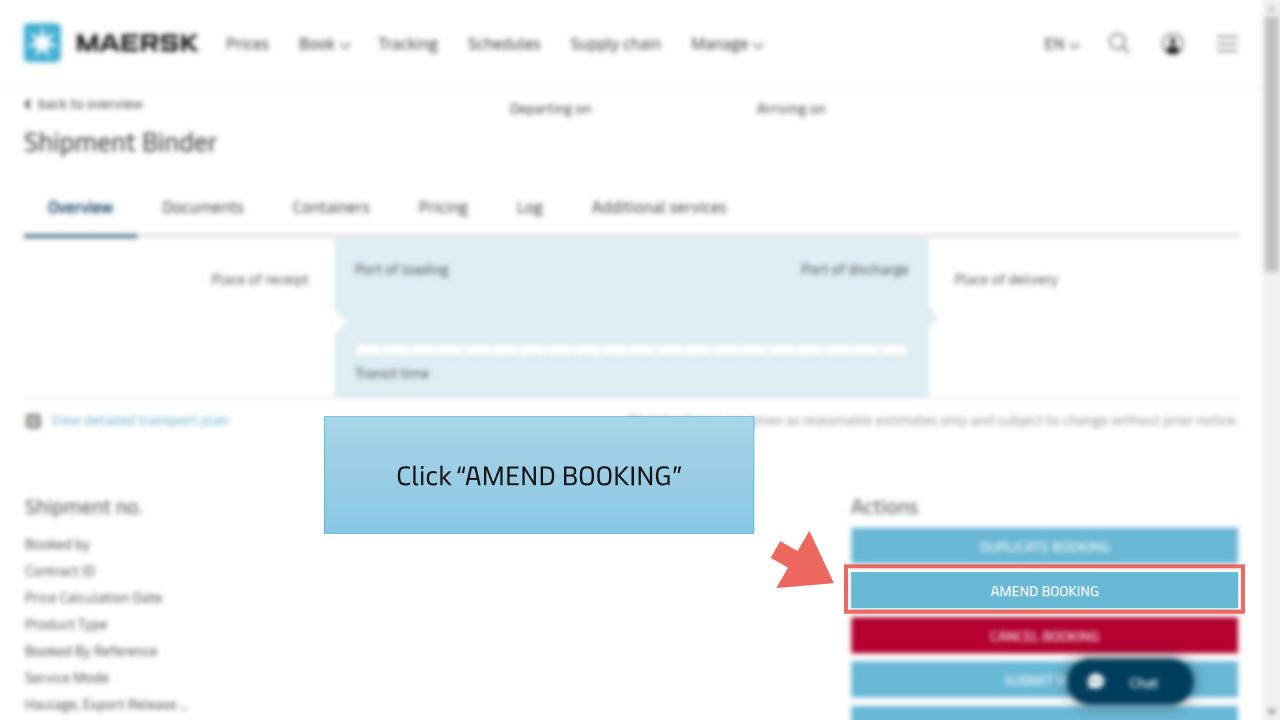
Customers are able to amend and cancel the booking via Maersk.com, please click the link to see the instruction;

- Amend Booking
- Cancel Booking
- Issue Troubleshooting



# Amend Booking





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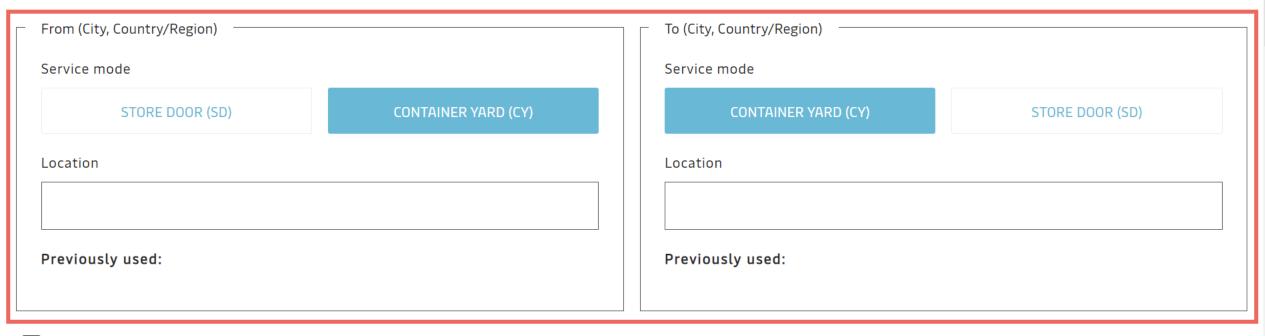




# Amendment request for booking number

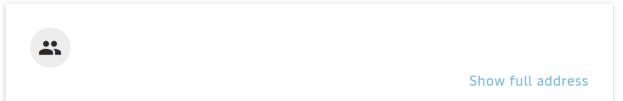
# From/To Location (including Service Mode) can be changed from these fields

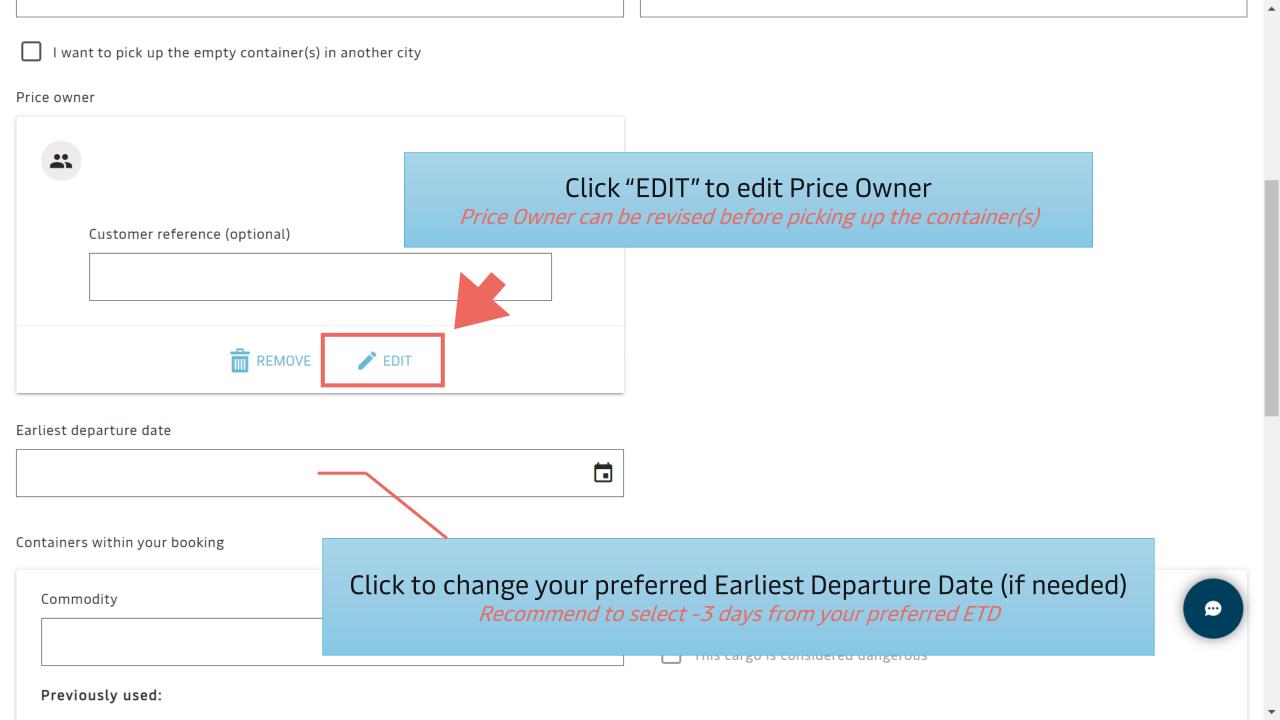
## Your booking details



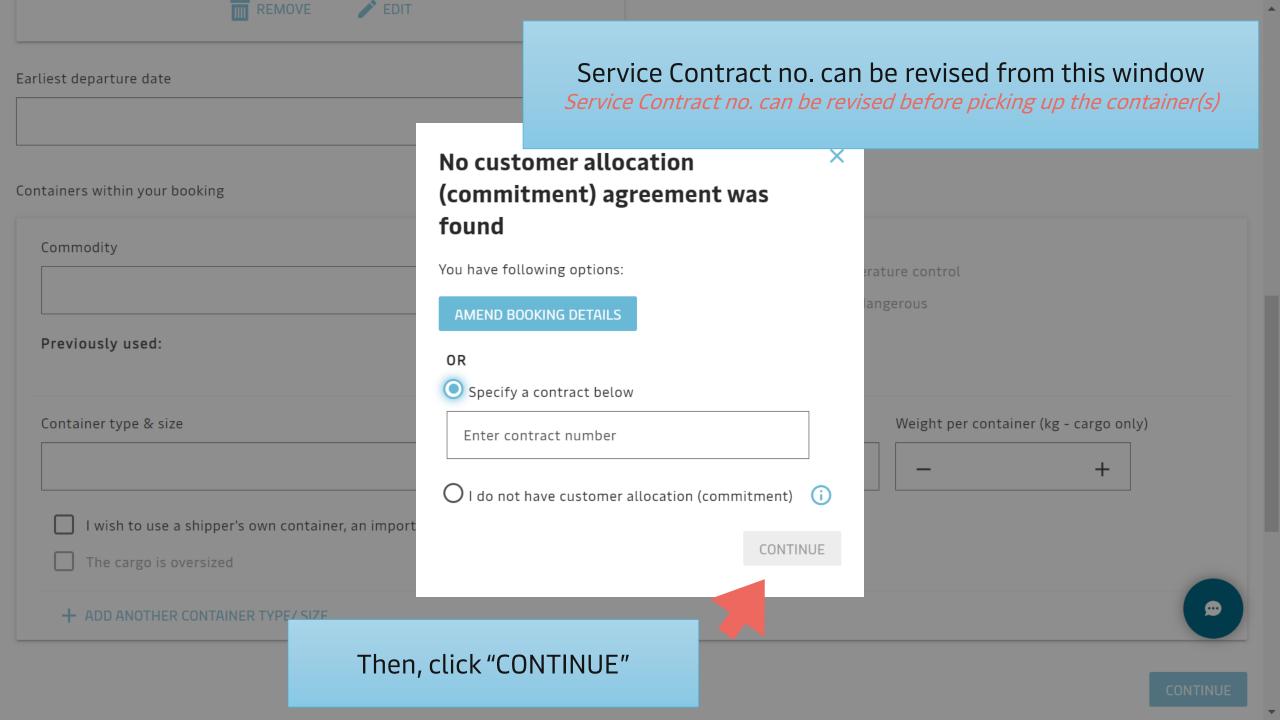
I want to pick up the empty container(s) in another city

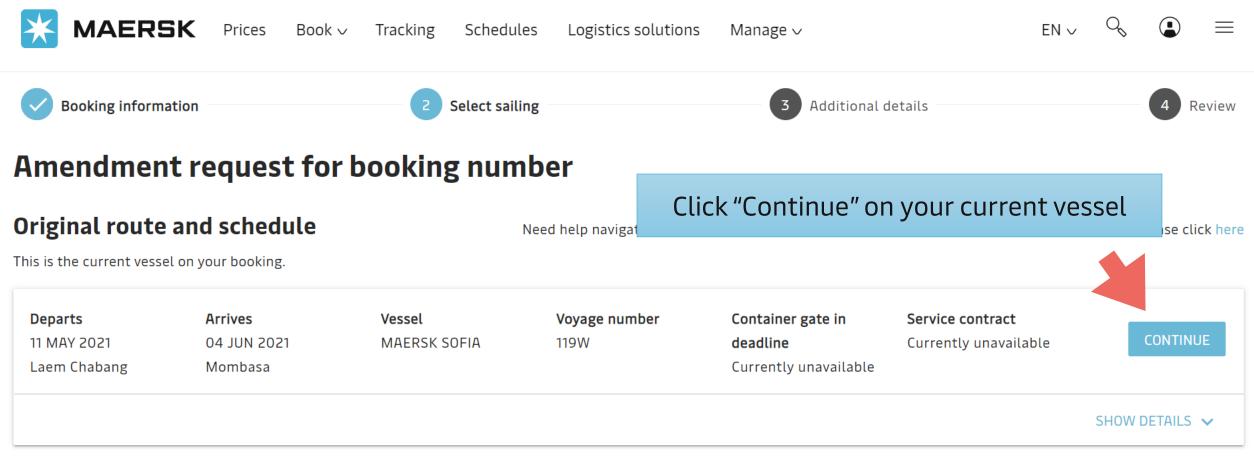
Price owner





st departure date					
st departure date					
	Commodity	, Conta	ainer Size/Typ	oe, Containe	er
iners within your booking	_	Quantity, and Cargo Weight can be revised from these fields			
ommodity					
	This cargo requir				
	This cargo is con	sidered dan	gerous		
reviously used:					
Container type & size	Number of containers	Number of containers W		Weight per container (kg - cargo only)	
	_	+	_	+	
I wish to use a shipper's own container, an import return container or a	triangulation d				
I wish to use a shipper's own container, an import return container of a		oo eliel	∠"CONTINHIE"	,	
The cargo is oversized	M/han dar				
The cargo is oversized	When dor	ie, clici	CONTINUE		





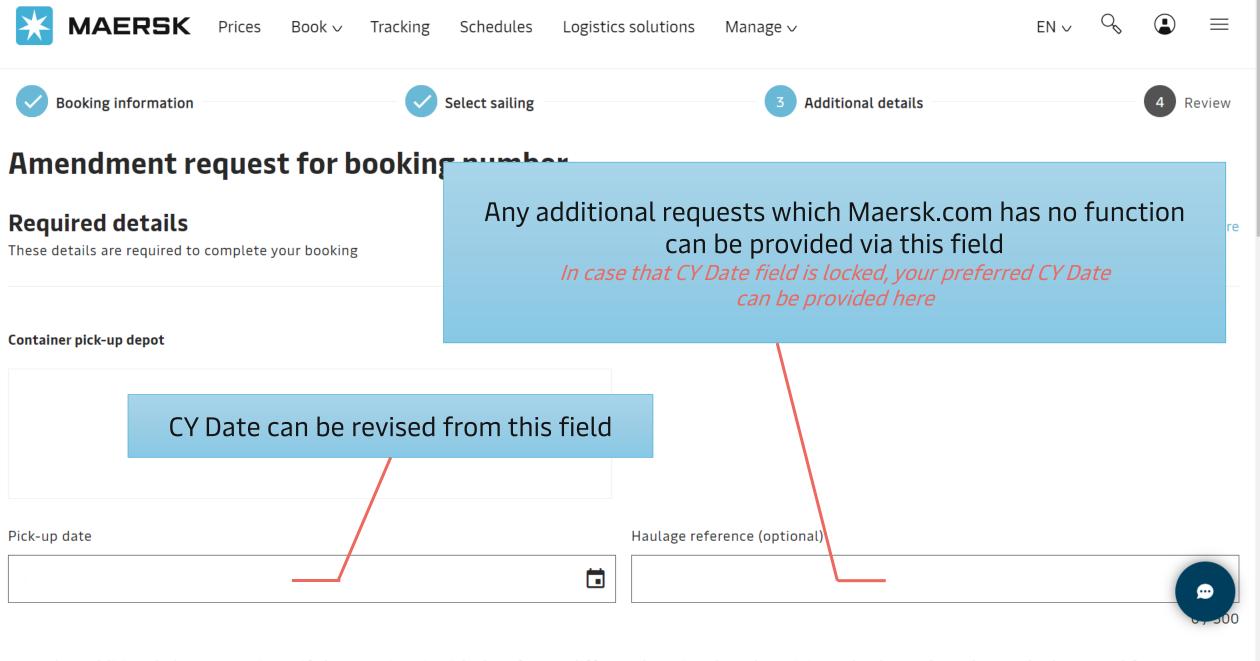
By continuing with the existing route you will not be able to amend the pickup-date and depot on the next page. If you want to change any of the details related to route or haulage, you need to load more sailings below and then select a validated sailing.

LOAD MORE SAILING OPTIONS

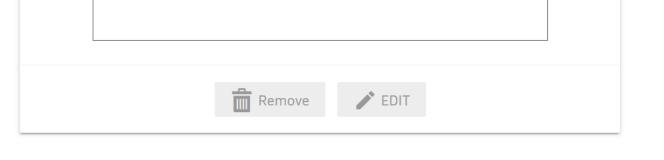
### Disclaimer:

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



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.



SHOW OPTIONAL PARTIES >

### **Additional products and services**

Value added services cannot currently be amended online – if you would like to an service teams.

When done, click "REVIEW BOOKING"

l customer



**REVIEW BOOKING** 

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Add additional e-mail receiver

### Terms and conditions

### Cargo confirmation

Without prejudice to all the Carrier's rights under the terms of carriage, we hereby confirm that:

- The Goods in this booking are NOT classified as Dangerous Goods as per the "International Maritime Dangerous Goods (IMDG) Code".
- The Goods in this booking are safe for carriage by sea and packed in accord
- We have understood that the Carrier shall be entitled, but under no obligate

By clicking submit booking you agree that the Terms & Conditions will govern

Accept these terms and conditions

Check Terms and Condition checkbox and click "SUBMIT BOOKING" to proceed amendment



SUBMIT BOOKING

**@** 

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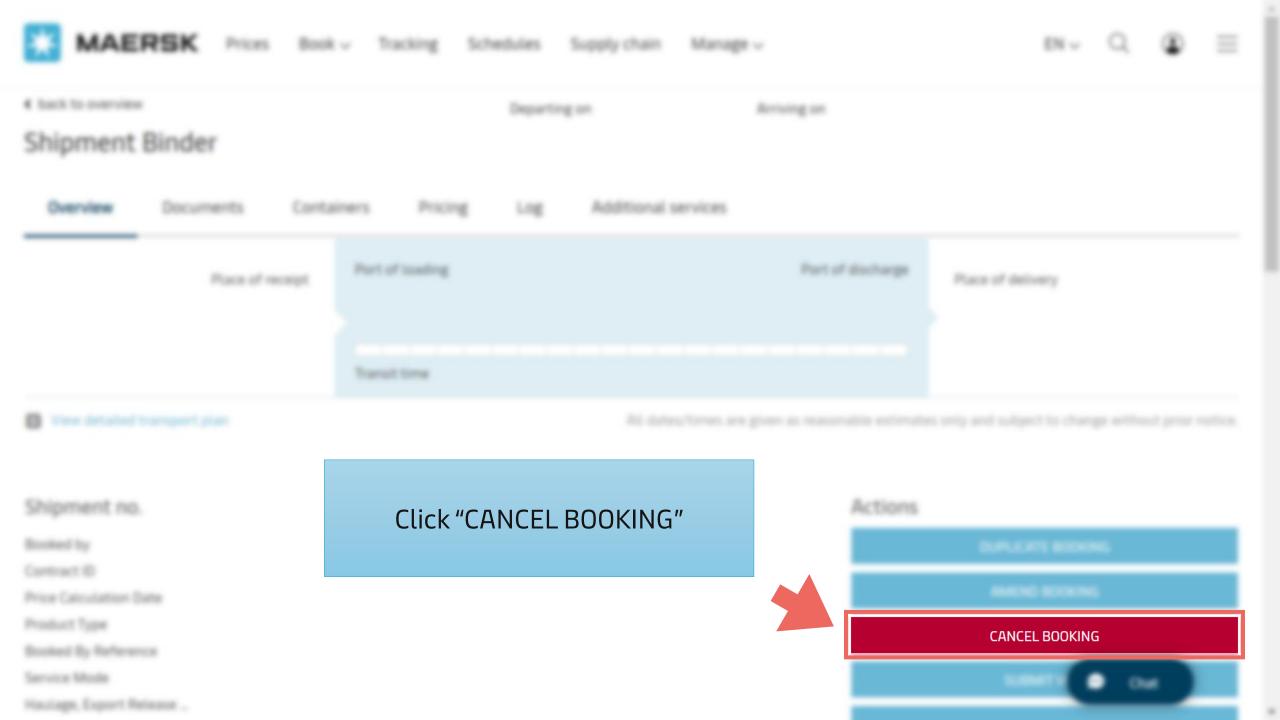
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# Cancel Booking







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Then, click "CANCEL NOW"

### $\mathsf{EN} \mathrel{\checkmark}$







# Cancelling booking

Select the reason and provide the comments (optional)

ed on

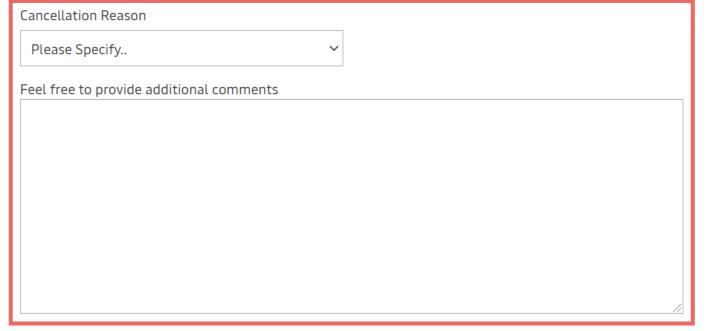
the date of the original SPOT booking confirmation

By making this Cancellation request of t



**CANCEL NOW!** 

GO BACK



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# Issue Troubleshooting



# Frequently Found Issues

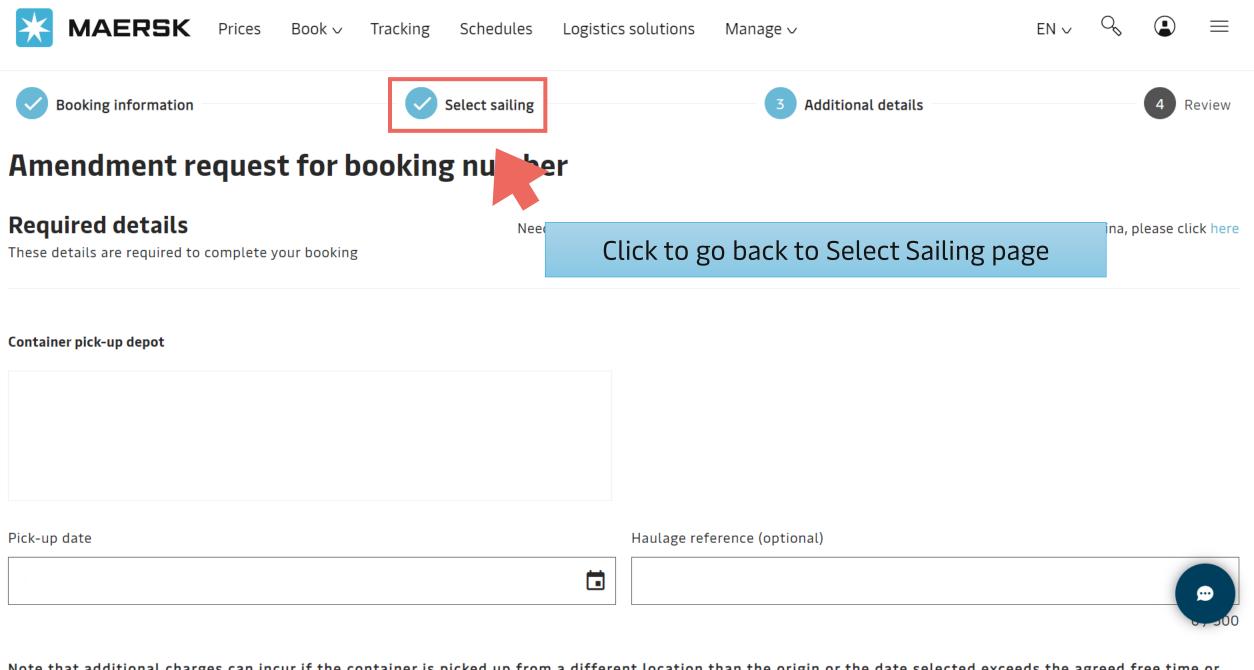
Please click the link to see the solution for each issue;

- Issue 1: Both CY date and Haulage Reference fields are locked
- Issue 2: <u>Cannot continue with the current vessel</u>



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





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.



Select sailing



### Original route and schedule

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

Additional details

This is the current vessel on your booking.

**Booking information** 



By continuing with the existing route you will not be able to amend the pickup-date and dep route or haulage, you need to load more sailings below and then select a validated sailing.

the next page. If you want to change any of the details related to

LOAD MORE SAILING OPTIONS

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Laem Chabang

Laem Chabang

Prices

Book ∨

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

### Original route and schedule

This is the current vessel on your booking.

Voyage number Departs **Arrives** Vessel 11 MAY 2021 04 JUN 2021 MAERSK SOFIA 119W

Currently unavailable

Container gate in

deadline

Service contract

Currently unavailable

CONTINUE

SHOW DETAILS V

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 val

### New sailing options

Mombasa

Mombasa

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

**Departs Arrives** Voyage number Vessel 11 MAY 2021 04 JUN 2021 119W MAERSK SOFIA

Container gate in deadline

08 MAY 2021, 12:00

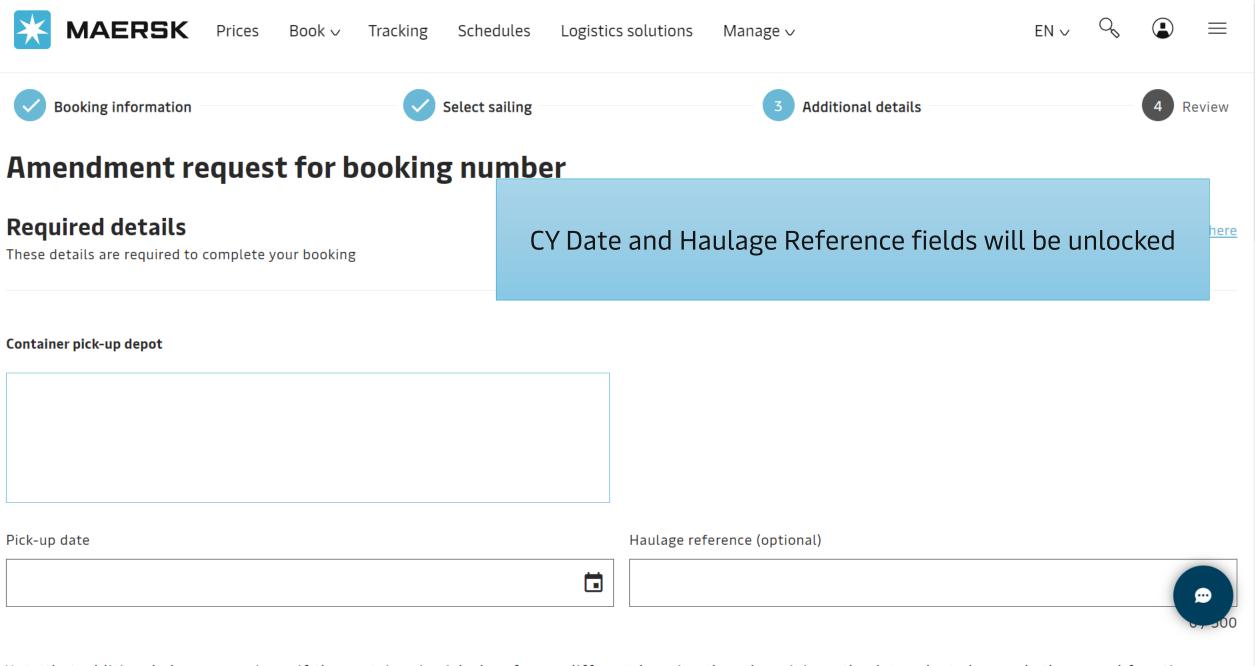
Click "SELECT" with your current vessel

Service contract No contract found

SELECT

Show Route | Pricing | Other Details

Voyage number Container gate in Service contract Arrives Departs Vessel

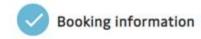


Note that additional charges can incur if the container is picked up from a different location than the origin or the date selected exceeds the agreed free time or other standard deals. Please refer to your country's local webpage or contact customer service for details about the potential charge amount.

Issue 2: Cannot continue with the current vessel







Select sailing

Additional details



## 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.

Arrives Voyage number Container gate in Service contract Departs Vessel 11 MAY 2021 MAERSK SOFIA deadline Currently unavailable 04 JUN 2021 119W Laem Chabang Mombasa Click "LOAD MORE SAILING OPTIONS" SHOW DETAILS V

By continuing with the existing route you will not be able to amend the pickup-date and dep route or haulage, you need to load more sailings below and then select a validated sailing.

the next page. If you want to change any of the details related to

LOAD MORE SAILING OPTIONS

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Prices

Book ∨

## 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
11 MAY 2021	04 JUN 2021	MAERSK SOFIA	119W
Laem Chabang	Mombasa		

Container gate in Service contract deadline Currently unavailable Currently unavailable

SHOW DETAILS V

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 val

### **New sailing options**

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

Departs	Arrives	Vessel	Voyage number
11 MAY 2021	04 JUN 2021	MAERSK SOFIA	<b>1</b> 19W
Laem Chabang	Mombasa		

Container gate in deadline 08 MAY 2021, 12:00

Click "SELECT" with your current vessel

Service contract No contract found **SELECT** 

Show Route | Pricing | Other Detail

Departs Arrives Voyage number Container gate in Vessel Service contract

## 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"



