

Customer Advisory: Mandatory completeness and accuracy of data and documentation

Dear valued customers,

We would like to inform you about the (re)introduction and strict enforcement of mandatory requirements regarding the completeness and accuracy of shipment data and documentation provided via eMaersk (<https://myemaersk.maersk.com/>).

1. Complete and accurate transport order in eMaersk

All shipments must have a **complete and accurate transport order in eMaersk**, including all required shipment details.

This includes, without limitation:

- Full and detailed **HS code breakdown covering all goods in the container**
- Corresponding **weights**
- **Number and type of packages**
- **Accurate goods description in English**
- **Commercial invoice number**
- Clear indication for each item whether it is subject to:
 - **Y-code** (the exact Y-code must be specified as per the latest advisory published by us)
 - **Veterinary control**
 - **Phytosanitary control**

The customer is responsible for verifying in advance, prior to submitting shipment data in eMaersk, whether any of the HS codes included in the container are subject to **phytosanitary** or **veterinary** control, or require the application of specific **Y-codes**.

All HS codes present in the container must be explicitly listed in eMaersk.

Any missing HS code will be considered **incomplete shipment data**. If this requirement is not met, the **T1 transit document cannot be issued**, which will directly impact inland rail planning.

In case the shipment contains goods with an HS code shorter than 6 digits (excluding leading zeros), or if the container includes more than five different HS codes, a full HS code breakdown may alternatively be provided in an Excel file. This file must be uploaded together with the commercial documents under the **Documents** tab.

In such cases, one of the HS codes must still be entered in the Delivery Order section **"Cargo details for T1"**, and the goods description field must contain the following statement: **"Full HS code split is attached as Excel within commercial documents."**

All remaining free text fields must be completed with **"XXX"** (please refer to the screenshot below for illustration).

Add Cargo details

HS code first digits *	<input type="text" value="846729"/>	
Available HS codes *	<input type="text" value="846729 Other"/>	
Cargo description in English *	<input type="text" value="full HS code split is attached as excell within corr"/>	
No. and type of packages *	<input type="text" value="xxx"/>	
Gross Weight *	<input type="text" value="xxx"/> Units *	<input type="text" value="kg"/>
Invoice No. *	<input type="text" value="xxx"/>	

The Excel file must contain, for each individual HS code, **all following information**:

- HS code
- Cargo description in English
- Number and type of packages
- Gross weight + units
- Invoice number

If any of the above information is missing in the Excel file, this will be considered **incomplete shipment data**.

2. Mandatory completion deadline (data + documents)

To ensure sufficient time for processing, the deadline for submitting complete shipment data and documentation is **10 calendar days prior to ETA (Expected Vessel Arrival) at the port of discharge**

This applies to both:

- The **eMaersk transport order**
- **All required supporting documents and cargo description**
- **Required info about VET, PHYTO or Y code**

All commercial documents, including any required certificates, must be uploaded under the **Documents**

3. Exception for short transit shipments

For shipments with a **transit time shorter than 10 days**, it is understood that the above deadline cannot be met.

In such cases, shipment data and documentation must be uploaded **directly after vessel loading date in origin**.

4. Impact on rail planning and customer requests

If any information or document is missing, inconsistent, incorrect, or submitted after the deadline, rail planning will not be initiated or may be cancelled if any discrepancy is identified at a later stage. Rail planning will only start again after all issues are fully resolved, and containers will then be planned based on the currently available rail capacity.

5. Accuracy over timing – consistency with Master Bill of Lading

The **accuracy of information takes precedence over the timing of submission.**

The goods description provided in eMaersk and in all submitted documents must **match** the description stated on the **Master Bill of Lading.**

Any discrepancy will be treated as **incorrect shipment information**, resulting in **automatic exclusion from any rail prioritization.**

6. No document validation service included

Please note that our inland service **does not include** documentation check - we count with the fact that documents and details received are 100% accurate. Any feedback on documentation issues will only be provided **based on notifications from the port customs declaration process**, where T1 transit documents are prepared. Such notifications are typically received **shortly before the planned rail departure** and may result in:

- Removal of the container from the planned train
- Postponement of departure, typically by **at least one week**, depending on the current rail situation

This advisory is valid from the time of its issuance until a subsequent update is released.

We thank you for your cooperation and adherence to the above requirements. For any questions or clarifications, please contact your Maersk representative.

Best regards,

Your Maersk Customer Experience Team