



Maersk Spain Directory



First Contact Easy Guide Brochure

[MAERSK website](#)

Prices – [click here](#)

Schedule – [click here](#)

Vessel deadlines - [click here](#)

Create new booking – [click here](#)

Amend booking details – available on web after confirmation

Cancel booking - available on web after confirmation

Submit shipping instruction – available from [The Hub](#)

Certificate / Letter – available on web when submitting SI

Draft modification – available on web once draft is posted

Approval/Release BL – available on web once draft is posted

Tracking container – [click here](#)

Import

1. My Import – [click here](#)

2. SSDO – *Delivery order* available in [The Hub](#)

Submit payments – send slip: ibepayments@maersk.com

Check invoice – [via MyFinance](#)

Pay Invoice - [via MyFinance](#)

Dispute Invoice* - [via MyFinance Dispute](#)

*amend invoice payer: via web or email Customer Experience

Spain Port Agencies (export customs) – [click here](#) under “Customs and Call Numbers”

Contacts:

Maersk Customer Experience Export: es.export@maersk.com

Maersk Customer Experience Import: es.import@maersk.com

Twill Customer Service: twillsupport@maersk.com

Landside/Rail Execution: es.execution@lns.maersk.com

Value Added Services: es.logistics@lns.maersk.com



Disputes: disputes@maersk.com

Quote/Rate: sales.support@maersk.com

Customs request (KGH): export@lns.maersk.com / import@lns.maersk.com

Documentation: MNLGSCIDX@maersk.com

Collection: Cobros.ES@maersk.com

Note : please send your email to one contact, do not include multiple email addresses in the same email you send. Also, please send new email for every new request.

Phones:

Maersk: +34 919267696

Twill: +34 919267697

Sealand: +34 960252886



Chat:

[Maersk chat](#)

[Twill chat](#)

