



All it takes is a click

Get the answers you
need to take your
business places.
Welcome to Maersk
North America.

We understand that a happy flow of supply chain always complements your business. Because it gives you time and energy to focus on your core competencies, on matters that matter the most to you. That's why, we relentlessly strive to provide you with a simple, smooth, and seamless supply chain experience.

Say hello to Maersk's Digital. A suite of online services designed to help you save your time, reduce your paperwork, and make your shipping process a whole lot simpler. 24X7.

This means you can now look up rates, make bookings, submit documents, track cargo, and do much more with just a few clicks. All with a touch of our personalised support.

So sit back and browse through the array of solutions and teams who are here to help you, or keep this handy anytime you need support.

Simple

Let's Chat

1. Visit us at [Maersk.com](https://www.maersk.com)
2. Log in with your username
3. In the menu, click on Support
4. Click on Chat Online

If you need a quick response on questions or requests, want help, or you'd just like someone to talk with, you can chat live with customer service. Ask questions, get answers and more.

Sales

[Request a Rate Quote](#)

Submit a request for a new rate quote for dry, reefer or out of gauge.

[Lookup Contract or SPOT Rates](#)

Search your contract to see rates on file for a given date, routing, commodity and equipment size or get an instant SPOT rate.

Registering

As a start-to-finish platform for managing your supply chain, [Maersk.com](https://www.maersk.com) is your first online resource for quotes & pricing, bookings, documentation, tracking and payments.

Questions? [Live Help](#) is also available to assist with technical queries.

Efficient

Bookings

[Instant bookings](#)

Create, duplicate, amend or cancel bookings online.

Login and chat with us online for help making any booking changes

Exports

[Export Shipment Overview](#)

Up to date shipment information, schedules, vessel sailings, documentation, amendments and cargo tracking.

Login and chat with us for help with shipment status, booking or documentation changes or release, general questions and assistance.

ca.export@maersk.com

Assistance, special requests and problem resolution. Submission of vehicle titles, D&D's, LOI's and hazardous documents.

NAMRAILBIL@maersk.com

Request rail billing for inland cargo.

[Street turning containers](#)

Sign up to reuse your incoming import containers for outgoing export shipments.

[Escalation](#)

+1 800 321 8807

Monday-Friday 7 AM to 8 PM EST
Customers with pin code, please dial +1 877 338 0165

Documentation

[Shipment Overview](#)

Submit shipping instructions, amend, approve and print* Bills of Lading online. [*Signed Web Agreement required under Useful forms](#)

Login to chat with us about amendments, verify copies and BL releases

[Amendments](#)

Contract and tariff online amendments can be made easily without fee*. If you wish to make a manual amendment via northamericasi@maersk.com, a manual fee applies. (Spot shipments may have fees per Spot Terms & Conditions).

[Releases](#)

Request courier, telex or web releases from the Shipment Binder.

[Notifications](#)

Set up notifications to alert you to Transport plan changes, Bill of lading releases or Arrival notices.

Imports

[Request a Diversion](#)

Click to request a diversion and change a final destination on a shipment.

[Last Free Day](#)

Get your Last Free Day information by entering your shipment/BL number under Import Demurrage & Detention.

[Import Information](#)

Get local information about import procedures, demurrage and detention, container pickups and more.

[Escalation](#)

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[Import Shipment Overview](#)

Up to date shipment information, Cargo tracking, ETA notifications, arrival notices and release information

Login and chat with us for release status, last free days, arrival notices, general questions and assistance.

ca.import@maersk.com

Assistance, special requests and problem resolution relating to cargo arrival and clearance.

[Delivery Order](#)

Submission of delivery orders on our website.

[Request Arrival Notices](#)

Click to request early or additional copies of arrival notices.

Connected

Dispatch

ca.import@maersk.com

Requests and information for Import inland services and delivery

ca.export@maersk.com

Requests and information for Export store door pickups and inland services

Escalation

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Services

[Transportation Services](#)

Maersk offers a wide range of services to help your business grow.

[Supply Chain and Logistics](#)

Find out what Maersk can do for you- click here for Local solutions

[Financial Services](#)

Discover how a range of products can add value to your supply chain.

Online Support

Website guides, FAQ's, Glossaries and Contact links to help you with your online experience

[News and Advisories](#)

Keep up to date with the latest shipping news, advisories and press releases.

To sign up for our newsletter just [click here](#).

Secure

Invoice & Payment

[MyFinance](#)

Download invoices, view statements, submit rate disputes and make payments.

Disputes@maersk.com

Questions and updates on rate disputes.

CA.Finance@maersk.com

Questions related to collections.

GSCFNACANOTC@maersk.com

Questions or concerns related to payment services.

NAMREFUNDS@maersk.com

Questions related to refund requests.

NAMDEMREVIMP@maersk.com

Last free day questions and updates, demurrage pro forma invoice copies, charge details, and detention invoice quotes.