



Welcome

# SHIPPER-OWNED CONTAINER CUSTOMER GUIDE

Connecting Your Needs To Our Capabilities



This communication is dedicated to providing you with guidelines that may assist you with shipping 'Shipper-Owned Containers'. If you have any questions, please contact your local Maersk representative. Information for your local Maersk offices can be found at <https://www.maersk.com/countries>

## Shipper Owned Container (SOC) FAQ

### **Q: What are the requirements for shipping SOC containers with Maersk?**

A: For each export move, you must submit and obtain approval for the necessary documentation before we can on-hire the container. The container must not be branded with any Maersk prefix or logos

- [Maersk SOC Acceptance Form](#)
- *Survey/Seaworthy Report*
- *Photos of all 4 sides of container*
- *Close-up photo of CSC plate*
- *Container Tare weight*

### **Q: I've imported my SOC container and plan to export it under a different booking. Do I need to resubmit all documentation?**

A: Yes, you are required to resubmit and get approval for all documentation with each export move.

### **Q: What happens if my Import SOC container is incorrectly returned to the port?**

A: If your Import SOC container is returned incorrectly, you may face additional charges, including a \$2,000 USD penalty per container.

### **Q: What is an approved SOC shipper, and how can I become one?**

A: An approved SOC shipper is authorized to present SOC units for shipment without needing additional proof of CSC scheme compliance, NED validity, tank certification, or the SOC request form. For more details on the requirements and the process to become an approved shipper, please read further [here](#).

### **Q: What happens if my trucker incorrectly in-gates my container without linking it to an export booking?**

A: If your container is incorrectly in-gated without being linked to an export booking, it will be stacked with regular empty containers. Maersk will not accept liability if it is later released to another shipper. Instead, Maersk will handle the leasing of the container and manage the full export process.

### **Q: If my container is leased, how can I get it returned?**

A: If your container is leased due to incorrect in-gate moves, you have three options for its return:

1. Arrange for an empty pickup at the leased booking's Port of Discharge (POD).
2. Create a new booking from the leased POD to the original destination.
3. Maersk may use the container for its own purposes and move it to Asia or back to North America. At time of discharge, you can arrange pickup from the latest location.

### **Q: If my container arrives to the terminal and they deem it damaged, will you still accept it based on earlier approval through pictures?**

A: If the pictures did not show evidence of damage but the container is found to be damaged upon arrival, we will not be able to accept it for export until the necessary repairs have been completed.



# MAERSK

## **Full Shipper-Owned Containers (SOC) for Export**

### **Steps to on-hire your SOC with Maersk:**

1. Once your SOC booking is created, fill out the Maersk SOC Acceptance Form on our website [here](#)
2. Submit the following documents to Maersk Customer Experience (further documents may be required for reefers and tanks) at [us.customerexperience@maersk.com](mailto:us.customerexperience@maersk.com) / [ca.customerexperience@maersk.com](mailto:ca.customerexperience@maersk.com)

The container must not be branded with any Maersk prefix or logos

- *Maersk SOC Acceptance Form*
  - *Survey/Seaworthy Report*
  - *Photos of all 4 sides of container*
  - *Close-up photo of CSC plate*
  - *Container Tare weight*
1. Customer Experience will confirm once the SOC is approved and on-hired by our Equipment team (typically 24-48 hrs if paperwork is in order).
  2. Once approval and on-hiring is confirmed, the SOC can be gated into Maersk's possession according to the receiving window at the depot or terminal. Containers cannot be in-gated until approval has been provided.



## **Empty Shipper-Owned Containers (SOC) for Export**

### **Steps to on-hire your SOC with Maersk:**

1. Once your SOC booking is created, fill out the Maersk SOC Acceptance Form on our website [here](#)
2. Submit the following documents to Maersk Customer Experience (further documents may be required for reefers and tanks) at [us.customerexperience@maersk.com](mailto:us.customerexperience@maersk.com) / [ca.customerexperience@maersk.com](mailto:ca.customerexperience@maersk.com)

The container must not be branded with any Maersk prefix or logos

- *Maersk SOC Acceptance Form*
- *Survey/Seaworthy Report*
- *Photos of all 4 sides of container*
- *Close-up photo of CSC plate*
- *Container Tare weight*

1. Customer Experience will confirm once the SOC is approved and on-hired by our Equipment team (typically 24-48 hrs if paperwork is in order).
2. Once approval and on-hiring is confirmed, the SOC can be gated into Maersk's possession according to the receiving window at the depot or terminal.

**NOTE :** Truckers must provide the export booking number and indicate that the container is an empty revenue container associated with a valid booking. If this information is not provided, the container will be stacked with regular empty containers. Maersk will not accept liability if the container is later released to another shipper. Instead, Maersk will proceed with leasing the container and managing the entire export full process. More information on next steps can be found [here](#)



## **Approved SOC Shipper Process**

### **Steps to become an approved SOC shipper with Maersk**

Shippers who handle large volumes of SOC containers and have been evaluated for compliance with The International Convention for Safe Containers (CSC) and Marine Order Part 44 related to Safe Containers can become approved SOC shippers. As an approved shipper, you can present SOC units for shipment without needing to provide additional proof of CSC compliance, NED validity, tank certification, or the SOC request form.

- Submit the following documents to Maersk Customer Experience (further documents may be required for reefers and tanks) at [us.customerexperience@maersk.com](mailto:us.customerexperience@maersk.com) / [ca.customerexperience@maersk.com](mailto:ca.customerexperience@maersk.com)
  - Company name
  - Contact person
  - Contact details
  - Address (including zip code, city and country)
  - CSC Scheme details: Number, PES/ACEP
  - Type of equipment handled by the shipper (dry container, tank container, etc.)
  - Approximate volume of SOC units that will be moved with Maersk within the given year
- Once the information is received, our team will review the documentation and conduct an appraisal to determine if the shipper qualifies to be added to the "SOC Approved Shippers List." We will assess the inspection scheme, repair and maintenance records, and other relevant details to ensure that the shipper complies with The International Convention for Safe Containers (CSC) and meets all requirements of Marine Order Part 44 related to Safe Containers.
- After the appraisal, our team will notify you of their decision.