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Customer Advisory-MSDS Queries

Post a series of case studies, & internal discussions, we have decided to revisit the scope of MSDS Queries Team.

Today, MSDS Queries team receives a lot of queries from Shippers via Maersk's Customer Experience / Sales Support & Booking Teams regarding their cargo declarations, and queries around cargo acceptance as Dangerous Goods or Non-Dangerous Goods.

As per international maritime dangerous goods regulations, the correct classification of goods is the sole responsibility of the shipper/customer/Cargo Owner & Shippers must provide a dangerous goods transport document containing detailed information about the dangerous goods being transported. This includes the proper shipping name, class, UN number, packing group, and any additional handling instructions.

What does this change of scope mean for Shippers / Maersk's Customer Experience / Sales Support / Booking Teams?

- MSDS should be validated by the shippers and should not be sent to Maersk CS/MSDS Queries Team for verification whether their cargo can be shipped as of DG or NON-DG.
- Shippers should consult a registered laboratory or chemical experts or competent authority to understand their cargo nature, its suitable declarations and applicable regulations.
- As per IMDG, Shipper is always liable to declare goods correctly and should be able to answer the authorities / Liner about cargo nature, cargo declarations & safety measures, if solicited.

For any queries regarding this decision, please feel free to contact your local Sales point of contact in Maersk.

Best regards,
Maersk

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