

# MAERSK UAE LIVE CHAT SCOPE



MAERSK

Working Hours: Sunday to Thursday 7 AM – 9 PM | Saturday 7 AM – 4PM

## EXPORT

### IN SCOPE

- Booking Status
- Booking Cutoffs
- Booking Re-Confirmations
- SI Received Confirmations
- Container Linking
- Dubai Trade Inquiries
- DP Ref. / Haulier Code Inquiries
- Verify Copy Status
- Re-Posting BL Drafts
- Non-Freighted BL Copies
- MyFinance Access on Maersk.com
- Exchange Rates Inquiries
- OBL Web Issuance
- OBL Surrender Status

### OUT OF SCOPE

- Processing Bookings \*
- Booking Amendments \*
- Contract Validity Extensions \*
- Late Gate-in Approvals \*
- DG / OOG Approval \*
- Processing BL Draft Copies \*
- BL Amendments \*
- Customer Code Creations \*
- Updating Invoice Payterm \*
- Special BL Release \*
- Invoice Rate Disputes \*
- Issuing Vessel Certificates \*
- Pre-Post Manifest Amendments \*
- Freighted BL Copies \*
- Website Inquiries \*
- Freetime Disputes \*

## IMPORT

### IN SCOPE

- Import Shipment Status
- Detention & Demurrage Charges
- Freetime Inquiries
- Container Tracking
- Vessel Tracking & Details
- Maersk Bank Account Details
- Weight / Commodity Restrictions
- DO Charges

### OUT OF SCOPE

- Arrival Notice \*
- MT Acceptance \*
- Delivery Order Release \*
- Manifest Amendments \*
- Freighted BL Copies \*
- Website Inquiries \*
- Freetime Disputes \*

For more information please <https://www.maersk.com/local-information/west-central-asia/uae>

For out of scope (\*) items, booking and rate inquiries visit <https://www.maersk.com/>