

Instant online - Booking Amendments (Philippines)

Faster & Easier Way to Amend your Booking

Dear Valued Customer,

At Maersk, we want to ensure you can always amend your booking information easily every step of the way. Based on your valuable customer feedback, we are now enhancing the solution and making it even better thereby introducing **Instant online booking amendments for Philippines**.

Effective **29 March 2021**, you can easily amend all your booking requests online through our website <https://www.maersk.com/>.

Note:

Only exceptions are SPOT, Store door (SD/CY), DG (Dangerous cargo), OOG (Out of gauge) shipments, Reefers, Multiple container size/type and Shipper's own container bookings which will not be amended instantly (and go to old interface of booking amendment with current process).

What's New

- ✓ You will get complete visibility of available sailing options in case you need a change of vessel
- ✓ Instant confirmation on your non-Spot booking amendment (subject to business rules)
- ✓ Amend your bookings regardless of channel of original booking (Website, EDI, INTTRA etc.)
- ✓ You can change/add/delete parties to the booking
- ✓ Can change your depot (subject to validations)
- ✓ No more free text fields in the amendment process

Note: the only exception is the Haulage reference field, which has the same rules for keywords as when you create a new booking

You can refer to the next page of detailed step-by-step guide to place online amendments of your booking requests.

Step-by-step guide

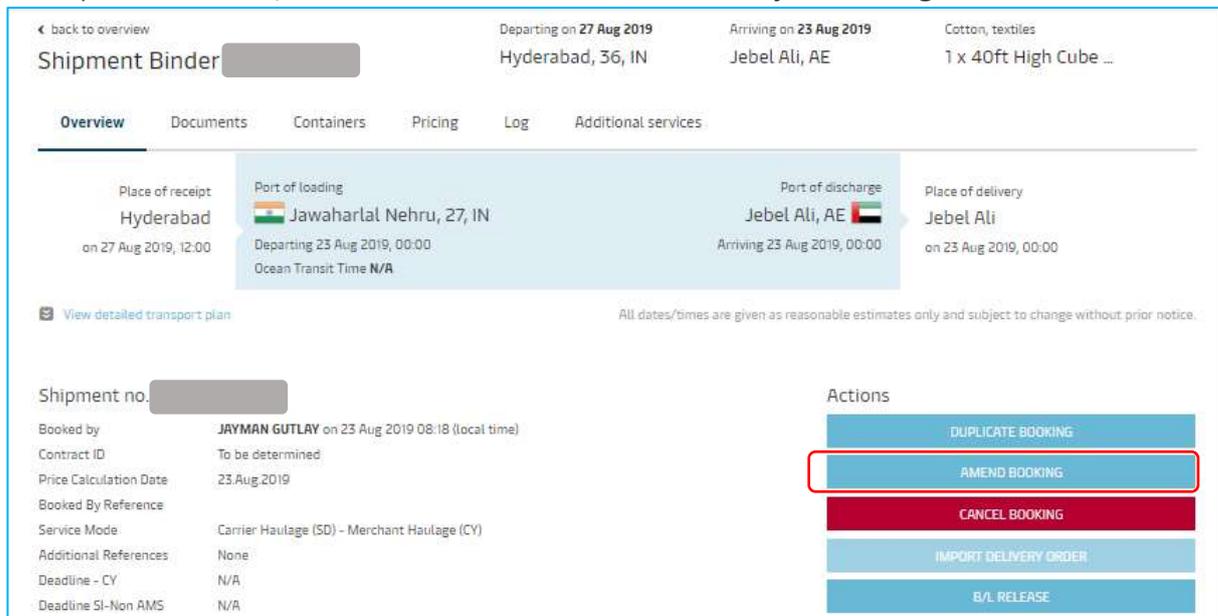
To Place Online Amendment

of your booking request via Website

Step 1:

Open your Booking on <https://www.maersk.com/>,

MANAGE - Shipment Overview, and Click on AMEND BOOKING to amend your Booking as shown below:



← back to overview

Shipment Binder [redacted]

Departing on 27 Aug 2019
Hyderabad, 36, IN

Arriving on 23 Aug 2019
Jebel Ali, AE

Cotton, textiles
1 x 40ft High Cube ...

Overview Documents Containers Pricing Log Additional services

Place of receipt: Hyderabad on 27 Aug 2019, 12:00

Port of loading: Jawaharlal Nehru, 27, IN
Departing 23 Aug 2019, 00:00
Ocean Transit Time N/A

Port of discharge: Jebel Ali, AE
Arriving 23 Aug 2019, 00:00

Place of delivery: Jebel Ali on 23 Aug 2019, 00:00

View detailed transport plan

All dates/times are given as reasonable estimates only and subject to change without prior notice.

Shipment no. [redacted]

Booked by: JAYMAN GUTLAY on 23 Aug 2019 08:18 (local time)

Contract ID: To be determined

Price Calculation Date: 23 Aug 2019

Booked By Reference:

Service Mode: Carrier Haulage (SD) - Merchant Haulage (CY)

Additional References: None

Deadline - CY: N/A

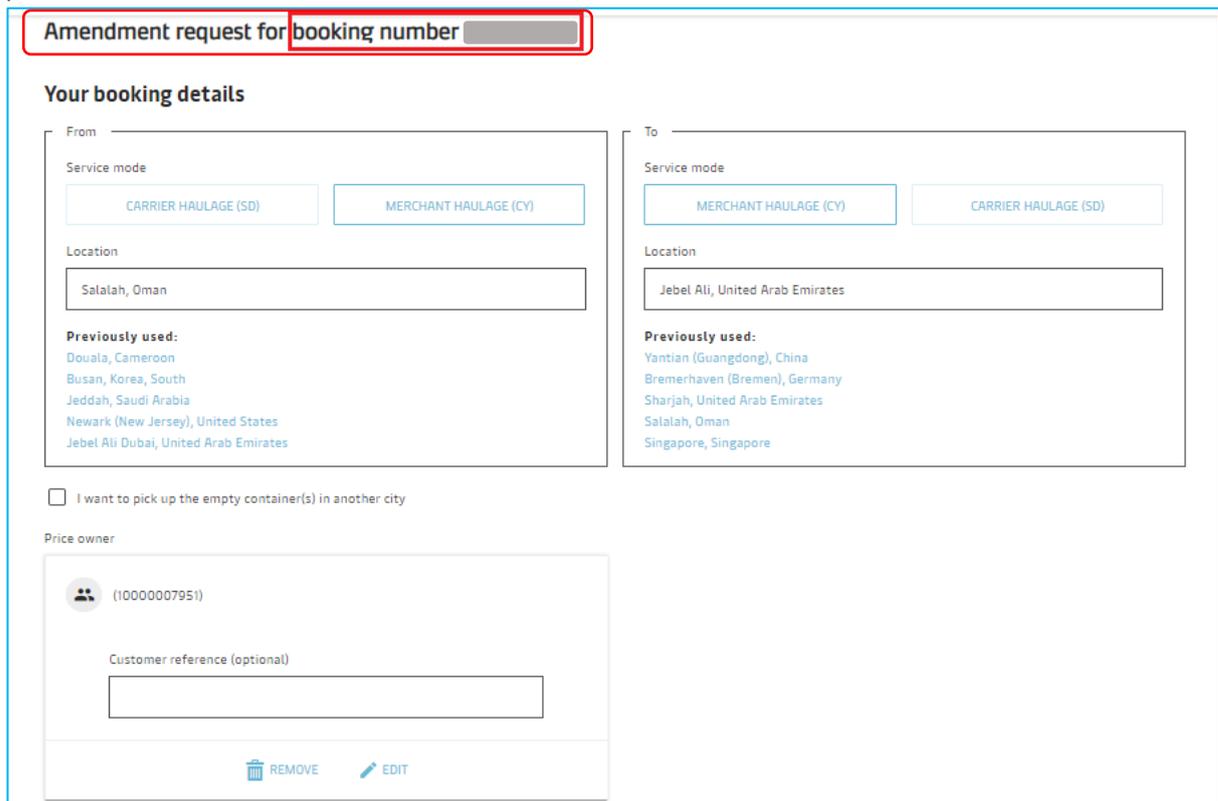
Deadline SJ-Non AMS: N/A

Actions:

- Duplicate Booking
- Amend Booking**
- Cancel Booking
- Import Delivery Order
- B/L Release

Step 2:

After clicking on the AMEND BOOKING button, below screen appears where you can make the changes as per your requirement



Amendment request for booking number [redacted]

Your booking details

From:

Service mode: CARRIER HAULAGE (SD) | MERCHANT HAULAGE (CY)

Location: Salalah, Oman

Previously used: Douala, Cameroon; Busan, Korea, South; Jeddah, Saudi Arabia; Newark (New Jersey), United States; Jebel Ali Dubai, United Arab Emirates

To:

Service mode: MERCHANT HAULAGE (CY) | CARRIER HAULAGE (SD)

Location: Jebel Ali, United Arab Emirates

Previously used: Yantian (Guangdong), China; Bremerhaven (Bremen), Germany; Sharjah, United Arab Emirates; Salalah, Oman; Singapore, Singapore

I want to pick up the empty container(s) in another city

Price owner: (10000007951)

Customer reference (optional):

REMOVE EDIT

Step 3:

You can make changes to Origin service mode and location, Destination service mode and location, Cargo weight, Container size/type/height/quantity, Commodity and Price Owner details on the first page. You can also see your current sailing as well as new sailings available for selection.

Amendment request for booking number [REDACTED]

Need help navigating our new booking journey? Click [here](#) for a short video tutorial. For China, please click [here](#).

This is the current vessel on your booking:

Departs	Arrives	Vessel	Voyage number	Container gate in deadline	Service contract	
03 DEC 2020 San Antonio	13 JAN 2021 Haifa	POLAR BRASIL	048N	Currently unavailable	Currently unavailable	CONTINUE

[SHOW DETAILS](#) ▾

By continuing with the existing route you will not be able to amend the pickup-date and depot on the next page. If you want to change any of the details related to route or haulage, you need to load more sailings below and then select a validated sailing.

New sailing options

These are the new vessels options you may consider for your booking:

Departs	Arrives	Vessel	Voyage number	Container gate in deadline	Service contract	
03 DEC 2020 San Antonio	13 JAN 2021 Haifa	POLAR BRASIL	048N	Currently unavailable	No contract found	SELECT

[Show Route | Pricing | Other Details](#) ▾

Step 4: Additional details page.

You can change the Pickup depot details or pick up date on additional details page. All the depots and pick up date shall be displayed where we have equipment's available so that you can pick and choose basis on your requirement.

Amendment request for booking number [REDACTED]

Need help navigating our new booking journey? Click [here](#) for a short video tutorial. For China, please click [here](#).

These details are required to complete your booking:

Container pick-up depot

BEZ 300 Yard Facility
0 cargo pickup time limit, 4 cargo lift/drop slots
 Capacity: 100000

EP World Empty Port
3000 empty slots, South America/India, Africa/Spain/Indonesia
 Capacity: 100000
 Port: South, Panama

[VIEW ALL](#)

Pick-up date

Haulage reference (optional)

When is picked up from a different location than the origin or the date selected exceeds the agreed free time or other standard deals. Please refer to your country's local webpage or contact customer service for details about the potential charge amount.

0 / 500

Note: In case containers are already picked up- depot and pickup date calendar will appear disabled

Amendment request for booking number [REDACTED]

Need help navigating our new booking journey? Click [here](#) for a short video tutorial. For China, please click [here](#).

These details are required to complete your booking:

Container pick-up depot

Contajaya Santiago Depot
0500, San Bernardo, Av. La Divisa
 Santiago, Chile

Pick-up date

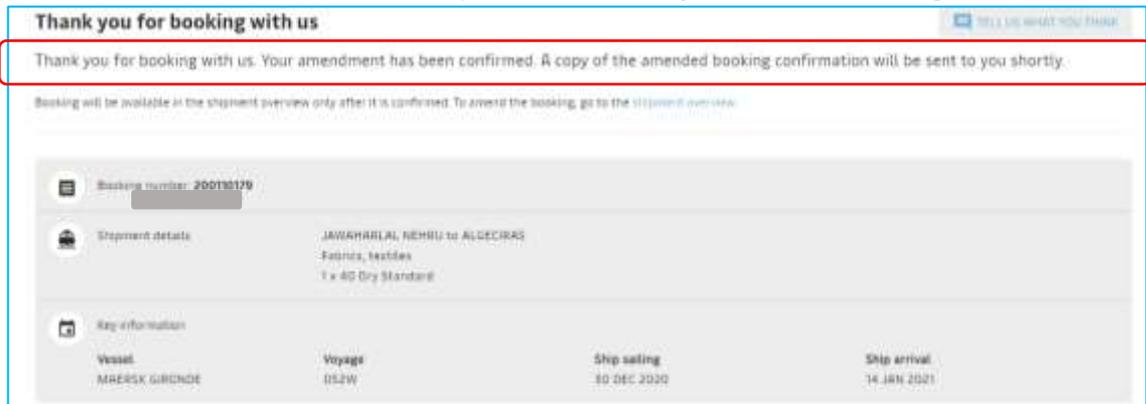
Haulage reference (optional)

Note that additional charges can incur if the container is picked up from a different location than the origin or the date selected exceeds the agreed free time or other standard deals. Please refer to your country's local webpage or contact customer service for details about the potential charge amount.

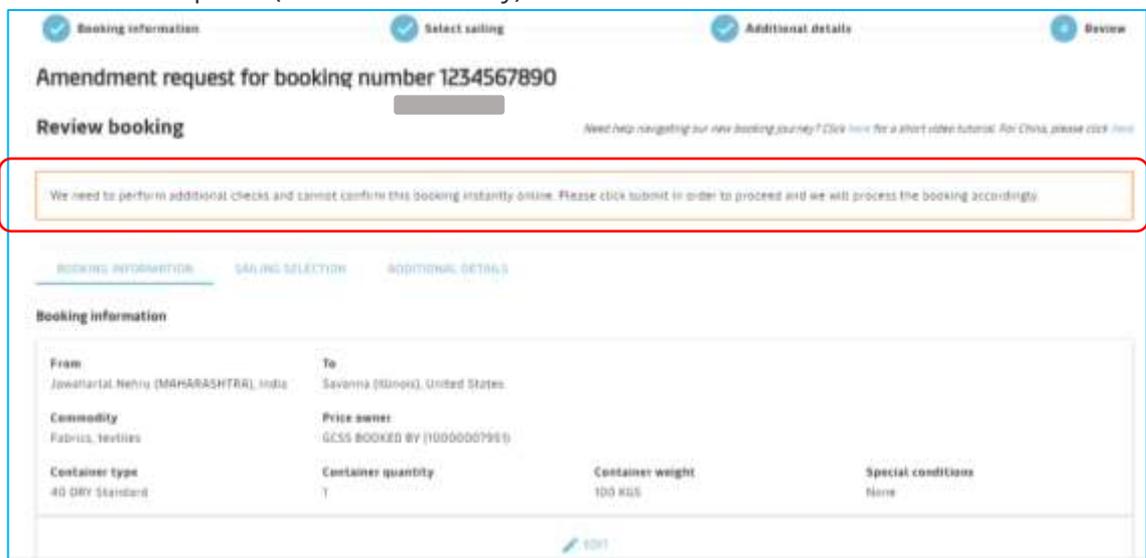
0 / 500

Step 5: Review booking screen – instant booking confirmation, we are DONE!!

A) If all data is validated and there are no exceptions, we instantly confirm the booking amendments



B) In case there are any exceptions, then we do not instantly amend and confirm the booking and you will get the below response (the case as is today)



Should you have any queries or require any assistance, please contact your local Maersk Sales Representative or our Customer Service hotline.

Tel: +63 2 976 9590 (MNL) / +63 32 230 2303 (VIS) / +63 82 272 7303 (MIN).

Email: ph.export@maersk.com (Export) / ph.import@maersk.com (Import).

We want to thank you for your business and look forward to continuously serving your global transportation needs.

Best Regards,
Maersk A/S