



# 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.

#### [us.export@maersk.com](mailto:us.export@maersk.com)

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

#### [NAMRAILBIL@maersk.com](mailto: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 7:00-19:00 CST**

## 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](mailto: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](#)

**+1 800 321 8807**  
**Monday-Friday 7:00-19:00 CST**

### [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.

### [us.import@maersk.com](mailto:us.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

#### [us.import@maersk.com](mailto:us.import@maersk.com)

Requests and information for Import inland services and delivery

#### [us.export@maersk.com](mailto:us.export@maersk.com)

Requests and information for Export store door pickups and inland services

### [Escalation](#)

**+1 800 321 8807**  
**Monday-Friday 7:00-18:00 CST**

## 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 pay online via SmartPay or by credit card. Click here for payment options.

#### [Disputes@maersk.com](mailto:Disputes@maersk.com)

Questions and updates on rate disputes only to this address.

#### [NAMFRCSVACH@maersk.com](mailto:NAMFRCSVACH@maersk.com)

Payment remittances and Payment/ACH related queries.

#### [NAMREFUNDS@maersk.com](mailto:NAMREFUNDS@maersk.com)

All refund requests and queries.

#### [NAMDEMREVIMP@maersk.com](mailto:NAMDEMREVIMP@maersk.com)

Last free day

### [Escalation](#)

Reach our Finance team by phone at **+1 800 790 5277 option 2**