Customer Advisory

Decommissioning Documentation
Indexing Mailbox

18 November 2022

Dear Valued customers,

As you’re all aware, Sealand Maersk Asia continuously takes efforts to enhance customer experiences on entire shipping journeys. In order to create more stable, visible, transparent and one-channel contact, Sealand Maersk Asia will decommission our Documentation Indexing Mailbox (mnlgscmccidx@maersk.com) and start to receive document-related emails only in public customer service mailbox: KH.Export@sealandmaersk.com

Please noted that this is only for documentation related requests via email. E-channel documentation processes (Sealandmaersk.com, EDI, INTTRA) remain no change.

To ensure your requests are well identified and timely processed, please include below key words in title of the email you send:

- Title of New SI requests: “NEW SI” + (shipment number)
- Title of Amendment SI requests: “AMD SI” + (shipment number)
- Title of Switch SI requests: “Switch at (place) + (shipment number)”
- Title of Revise VGM request: “VGM revise” + (shipment number)

We will implement our decommission in two phases:

From 21st November 2022: you will receive an auto-replied email to notify you of the decommission plan if you send requests to mnlgscmccidx@maersk.com. Meanwhile your request will still be executed during this period.

From 5th December 2022: Any shipping Instructions / Document Amendments you send to mnlgscmccidx@maersk.com will not be executed, and you’ll also receive an auto-reply claiming we’re not
processing the request.

This policy will be applicable for Bangladesh, Cambodia, Indonesia, Malaysia, Philippines, Singapore, Thailand, Vietnam, and Myanmar Export shipments with Sealand Maersk Asia

Should you have any questions, please contact our Customer Experience Agent

Yours sincerely,

Sealand - A Maersk Company
Cambodia

Do you have a question?
www.sealandmaersk.com

This email was sent to you because we want to make the world a better place. You can unsubscribe here anytime.
You can also update your preferences to customise the news.

Maersk (Cambodia) Ltd. as agent for Sealand Maersk Asia Pte Ltd
V-trust tower building; 7th floor; St. 169; Phum 12;
Sangkat ValVong; Khan 7 Makara; Phnom Penh, Phnom Penh 12000, Cambodia
Tel: +855 23 965770

Copyright © 2022 Sealand – A Maersk Company.
All rights reserved.