

[Rate announcements](#)

Certificate charges revision and issuance on e-mail

11 January 2021

United Arab Emirates

India Middle East and Africa

Share 

In our constant endeavor to ensure ease of business for our customers, we would like to share with you that vessel certificate can now be requested on email where bank or LC requirement of original document is not applicable.

Please follow the below process for smooth release of your certificate through our email

- Requested Certificate to be created in a word format & forwarded to below business addresses
 - Export ae.export@maersk.com
 - Import ae.import@maersk.com
 - Please see below downloadable file for the copy of the word format to be followed.
- Please submit your payment advise of AED 250 through our website on My Finance platform. For detailed guide please see below see below downloadable file.
- Once you receive Maersk receipt, attach same with the word document and e-mail to Maersk e-mails ids as mentioned under point 1.
- Maersk Customer service team will verify word document & if all in order will provide the certificate via e-mail.

Only in case of bank OR legal requirements which require a hard copy of the certificate, the customer can approach the counter.

Please follow the below process for smooth release of your certificate at the counter

- Requested Certificate to be created in a word format & forwarded to below business addresses
 - Export ae.export@maersk.com
 - Import ae.import@maersk.com
 - Please see below downloadable file for the copy of the word format to be followed.
- Please submit your payment advise of AED 250 through our website on My Finance platform. For detailed guide please see below downloadable file.
- Maersk Customer service team will verify word document & if all in order will confirm collection of the certificate from the counter.
- Customer to carry the draft copy of the final certificate, case number received from Maersk and payment receipt of AED 250 and approach the counter.
- Counter to release the certificate.

Copy of the word format : Click here
DOC (32KB)



For detailed guide Click here
PDF (702KB)



Vessel Certificates at the counter will be issued only on Wednesday between 0900 Hrs. to 1200 Hrs.

Certificate Issuance subject to acceptance as per legal norms.

Effective 1st January 2021 certificate surcharges will be revised from AED 200 to AED 250.

Should you have any concerns and/or queries please feel free to contact our Maersk local representative on Broadline: +971.4.3326200 Business address : ae.export@maersk.com, ae.import@maersk.com.

Related articles

[See all news](#)

Rate announcements

Terminal Handling Service - Destination (DHC)– World to Kattupalli, IN

07 Feb 2025

Advisories

Container Transport Disruptions in Bangladesh Due to Trailer Driver Strike

07 Feb 2025

Advisories

Southern Africa Terminal and Service Update Week 06

06 Feb 2025



Anything you need, we’re here to help

Logistics solutions

We meet customer needs from one end of the supply chain to the other.

[Solutions](#)

Contact us

Our dedicated team of experts are here for you.

[Contact us](#)

Ready to ship?

Look up rates for new shipments and inland tariffs.

[Find a price](#)

[Book now](#)

Plan & Book

[Prices](#)

[Book](#)

[Container tracking](#)

[Vessel schedules](#)

Help

[Local offices & information](#)

[Support](#)

[Contact us](#)

Logistics Services

[Ocean Transport](#)

[Maersk Customs Services](#)

[Intermodal Transport](#)

[Lead Logistics](#)

[Warehousing](#)

[Air Freight](#)

[E-Commerce Logistics](#)

[Less-than-Container Load \(LCL\)](#)

[Cold Chain Logistics](#)

[Maersk Project Logistics](#)

[Depot](#)

[Cold Storage](#)

[Maersk Ground Freight Transport](#)

[Decarbonising Logistics](#)

[Value Protect](#)

[View all](#) →

Resources

[News & advisories](#)

[Industry sectors](#)

[Insights](#)

[Logistics explained](#)

Quick Links

[MyFinance](#)

[Maersk App](#)

[Data Integrations](#)

[Captain Peter](#)

[Emissions Dashboard](#)

About

[Careers](#)

[About us](#)

[Investors](#)

[Procurement](#)

[Container sales](#)

[Press](#)

[Sustainability](#)

[Maersk Growth](#)



© A.P. Moller - Maersk

Follow our journey. **#AllTheWayToZero**

[Terms & conditions](#)

[Whistleblower](#)

[Data Privacy Notification](#)

[Cookie policy](#)

[Cookie preferences](#)

[Brand protection](#)

[Unsolicited Submissions Policy](#)

☐ [Talk to an expert](#)

☐ [Find local offices & information](#)

☐ [Subscribe to our newsletter](#)