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Introduction of Manual Booking Amendment Fee - Malaysia

1 March 2020

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To improve your booking process experience, we are implementing Manual Booking Amendment Fee, effective on price calculation date 1st April 2020.

Booking amendment can be done via e-channels (Maersk.com, EDI and INTTRA) that allows you to have seamless experience from the request of booking amendment to the booking confirmation without effort to follow up via email. In order to reinforce and improve this process, we will begin to charge Manual Booking Amendment fee for any amendments requested via e-mail.

For a smooth transition, we will implement the policy in 2 phases. The first phase is from 1st Mar 2020 to 31st Mar 2020. In this phase, if you request to amend booking manually, you will be able to amend it without any fee occurred. Additionally, we will notify regarding the fee that will apply in the future.

The final phase will start from price calculation date 1st April 2020 which we will fully implement the charge as below details;

- Scope: Malaysia to World
- Effective Date: Price calculation date 1st April 2019
- Surcharge name: Manual Booking Amendment Fee
- Surcharge tariff: MYR 100/Amendment

In case of questions, feel free to contact us through our local customer service teams or on Maersk.com.

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