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Booking and Shipping Instruction - change of procedures

21 February 2024

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To keep providing you excellent customer experience, Maersk is revising the procedures related to booking management and shipping instruction process.

Our teams are extremely committed with quality and agility towards booking confirmation and shipping instruction processes. That excellence is highly impacted by the high amount of amendments requested after booking confirmation and issuance of the verify copy.

Aiming to enhance these processes, the following practices will be effective as from March 20th, 2024:

Shipping Instruction:

To minimize the quantity of shipping instructions with incorrect and fictional information, and improve quality, the “Transport Document Amendment Fee”, that is currently applied for amendments requested after LOAD, will be applied for amendments requested after the submission of shipping instruction.

Fee	Amount	Scope
Transport Document Amendment Fee (AME)	BRL 450	Amendments requested after shipping instruction is submitted.

After the first shipping instruction is submitted + the verify copy is made available, 24h will be granted for conference and amendments free of charge. Amendments requested after this period will be charged.

The 24h period is granted only to the first shipping instruction. Further requests are subject to fee application every time the verify copy has to be reprocessed, regardless the time of request.

Booking:

The correct visibility of our vessel's capacity is key to offer better pricing conditions. Aiming to improve this process and reduce downfall ratio, the cancellation fee and no-show fee will be applied for cancellation and booking reduction, as follows:

Fee	20'	40'	Scope
Booking Cancellation Fee	USD 50	USD 100	Part or all shipment cancelled with more than 7 days before ETD.
No Show Fee	USD 100	USD 200	Fail to deliver part or all shipment within the cut-off date. Provide notice of cancellation less than 7 days before the ETD. 3 rescheduling requests.

With no container withdraws: if booking reschedule is requested for the 3rd time, booking will be cancelled, and the no-show fee will be applied.

With container withdrawal: booking will remain active while the unit is linked, no-show will be applied and continue to be applied in case of recurrence.

The existing fee of container return of BRL 200 will continue to be applied if any unit must be returned to depot, along with detention, according to standard tariff and no free time.

Important: [Maersk Spot](#) rules and conditions remain unchanged and must be consulted separately.

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