

Maersk Go FAQ

1 Nov 2024



About Booking



About Document



About Invoice



About Account

Contact : maerskgosupport@maersk.com
Useful info : [Maersk Japan](#) > Maersk Go
CY OPEN/CUT : [Toyoshingo](#)

FAQ – Booking

Q1. I made a booking but haven't received Booking Confirmation yet.

Please check if all necessary tasks for booking are completed via the Shipment Task on maersk.com. If additional information is needed, Maersk will contact email address you registered with during booking. Please check if you have received the email. If you have, please make sure to reply.

Q2. Can I book dangerous goods (DG), OOG, and REEFER through Maersk GO?

Maersk GO does not provide Reefer / DG / OOG services. If needed, please check the quote and make bookings from Maersk.com under "Price" > "Ocean Transport and Maersk Spot."

Q3. I want to export a car. Can I book through Maersk GO?

If the car is non-dangerous cargo treated under the SP961 requirement, it can be booked. Cars that contain lithium batteries or do not meet SP961 must be booked as dangerous goods (DG) from "Pricing" → "Get a Rate." For more details on vehicle booking, please check [here](#).

Q4. Is it possible to Split / Combine bookings?

As of October 2024, all bookings and documents through Maersk GO cannot be split or combined. Please arrange one booking with one BL.

Q5. Can I add Free Time after booking?

You can only purchase it from maersk.com at the following times (purchase by email request is not possible) :

- ① Customers who submit SI via maersk.com can purchase it during the SI submission process.
- ② It can be purchased from 15 days before arrival until 1 day after arrival via WEB. Please check [here](#) for purchasing methods before arrival.

Q6. The vessel I want to book has been "Available soon" for a long time.

Booking from the WEB is possible when the following three points are confirmed: within 4 weeks before ETD + our Pricing Manager confirms the rate + securing vessel space. Basically, it is opened 4 weeks before ETD, but if space is tight, we provide rates as soon as the situation can be confirmed to prevent overbooking. Please check the website periodically.

Q7. What is SD Booking (Door)?

SD Booking (Door booking) is not a terminal acceptance but a booking contract where Maersk arranges drayage to the designated location requested by the customer. The drayage cost is included in the estimate and the issued invoice, but it may change after we confirm the address.

- For export SD: Maersk picks up the empty container and delivers it to the designated location. After the customer completes the vanning work, Maersk delivers and delivers the filled container to the terminal.
- For import SD: Maersk picks up the filled container and delivers it to the designated location. After the customer completes the devanning work, Maersk returns the empty container.

In both cases, it is necessary to specify a facility capable of container work.

Q8. What is Locked Rate?

With Maersk Go, there is a feature called Locked Rate, which allows you to fix the fare displayed at the time of application for 30 days (except for some routes). If you make a new booking on the contracted route and container size within 30 days from the contract date, you can book up to a total of 20 FFE at the same rate, improving business stability.

- Locked Rate fee: The fee varies depending on the route, starting from 50 USD, and is billed in the first freight invoice applied.
- After contracting for a Locked Rate, the application of the Daily Rate on the contracted route is not possible.
- After contracting for a Locked Rate, refunds or cancellations are not possible even if unused.

Q9. Is it possible to change bookings from the WEB?

It is not possible to change bookings from the WEB (such as schedule changes, container type, pick date corrections, etc.). If a booking change is necessary, please check [Booking amendment request](#) and contact us by email.

Q10. I changed my booking. Will there be an amendment fee or penalty?

There is no booking amendment fee, but freight rates are changed. Recent market rate will be applied. Cancellation fee / No show fee may occur if there is any decrease in the container type or quantity.

Q11. Is it possible to cancel a booking from the WEB?

Yes. Please search for the booking number from Shipments → Click the booking → More → Cancel, then select the reason for cancellation and confirm the details of the Cancellation fee/No show fee before proceeding with the cancellation. Cancellation after container pick-up will incur Detention or Demurrage fees. Additionally, terminal shift fees may also be billed by terminal directly.

Q12. I received a Booking Approval Request from Maersk. What should I do?

For bookings from overseas customers, in the following cases ① or ②, the Booking confirmation will be issued after approval from Japanese customers:

1. Japanese customer is the payer of ocean freight.
2. Booking requires the shipper to input the cargo details.

Please check [here](#) for how to approve. You need to log in to Maersk.com, if you haven't registered yet, please complete the user registration first.

Q13. I want to place an empty container pick order but doesn't have booking data in terminal system.

After a new booking, it takes some time for the data to be reflected at the terminal. After our booking information reaches terminal, they also need to reflect it to their system. Please check with the terminal first. If it has been more than 2 hours after booking and the data has not been reflected at the terminal, please contact us by email.

Q14. Is it possible to change from a dry cargo (DRY) booking to a dangerous goods (DG) booking?

No, it is not possible. Please cancel the existing dry cargo (DRY) booking or change to another booking, and then make a new booking with dangerous goods (DG) handling via Maersk.com > "Freight" > "Get instant rates".

Q15. Can you handle early/late delivery?

It depends on the terminal's congestion status and the vessel schedule. Please contact us by email to confirm availability.

Q16. The Cargo Cutoff date displayed on the WEB differs from the CY CUT date.

The Cargo Cutoff date displayed on the web is an estimated date calculated from the vessel ETD, so please download the latest Excel from "Toyo Shingo" and check with the vessel name, voyage, and loading place (receiving place) for the actual CY OPEN/CUT dates. Toyo Shingo: [Maersk Line Schedule Data \(toyoshingo.com\)](https://toyoshingo.com)

Q17. How can I check CY OPEN/CUT dates?

Please download the latest Excel from Toyo Shingo [Maersk Line Schedule Data \(toyoshingo.com\)](https://toyoshingo.com) and check with the vessel name, voyage, and loading place (receiving place). For questions regarding closing times, please contact the terminal directly.

Q18. Consignee said that they can't release the cargo. How can I check the current status.

This is typically used by overseas customers when requesting DO issuance, but Japanese customers can also check the status. Please check the procedure [here](#).

Q19. The open date of the Nagoya Port System NUTS and Maersk's CY OPEN date are different.

The Maersk CY OPEN date applies. Since Nagoya is a public terminal, it may differ from the free time set by Maersk. Please note that if you deliver earlier than Maersk's free time,

demurrage charges will be billed later.

Q20. What is the difference between Maersk Go and Maersk?

Maersk offers three main services tailored to customer needs. Maersk Go is a more digitalized one-stop service designed for small and medium-sized businesses. For details, please refer to the table below.

	Maersk GO	Maersk SPOT	Maersk General
Cargo type	Dry cargo only	Dry cargo only	Dry cargo (contract) / Dangerous goods
Container type	DRY (COC)		DRY, REEFER, OOG (COC/SOC)
Rate	Variable market rate		Variable or fixed contract rate
Lock rate	Applicable on some routes	Not applicable	
Booking amendment	Free✘	SPOT penalty applies	N/A
Booking cancellation	Penalty applies		N/A
BL split/combine	Not applicable	Acceptable by conditions	
Export/Import regulations	All follow the same rules		
Contact point	maerskgo-support@maersk.com	Jp.export@maersk.com	

✘ Ocean freight at the time of schedule change applies. Cancellation fee/No show fee may apply for container number decrease, container size/type change.

FAQ – Document

Q1. Draft BL has not been issued.

The Draft BL will be issued as soon as all the necessary information is confirmed. To ensure smooth issuance, please be sure to include the following information when submitting the SI:

- 6-digit HS CODE (for details on how to enter in NACCS, click [here](#))
- Consignee's address (including postal code, City/Street Name, etc.), phone number, email address, PIN/TIN/PAN number, etc.

If corporate number information is lacking, we will contact the booking account to confirm the information, and after confirmation, please be sure to reply to maerskgosupport@maersk.com.

Q2. AI want to correct the ACL, can I resend it with a branch number?

After the Draft BL is issued, please correct it via the web. If you resend the ACL with a branch number, it will automatically split the BL in the system, so please refrain.

Q3. Can I Split or Combine BLs?

No. In Maersk Go, only one BL per booking is acceptable.

Q4. The issuance location of the Draft BL is shown as Chennai, Mumbai, Chengdu, etc.

Due to the preparation of documents at overseas document centers, the name of the center that created it will be indicated on the Draft BL. However, at the time of issuance, the Original B/L will be overwritten with the designated issuance location, and the Sea waybill will be overwritten with the loading location.

Q5. I have received a notification of the VGM cut-off date from Maersk Go. What should I do?

Generally, the information recorded on the entry sheet at the time of container entry is reflected in our system. If the weight on the entry sheet and the SI are correct and the same, there is no need to submit separately. If entering late, please be sure to submit the VGM by the cut-off date. For the VGM submission method, please refer [here](#).

Q6. BL amendment button cannot be clicked.

If destination arrival is closed, it may not be possible to correct it from the Maersk Go screen. In that case, please correct it via "Tracking > Enter booking number > Display transport details > From Shipping details, correct B/L copy or Bill of Lading". Also, if the B/L is being corrected at Maersk, the button cannot be clicked. If a new Draft BL is not uploaded within 4 hours, please contact us.

Q7. I received a notification that the consignee is suspended account in Maersk. What should I do?

After screening consignee information in SI, if consignee has been suspended with Maersk, the subsequent processes cannot proceed. If this occurs before the vessel is loaded, it may be removed from the Final Load List, and loading may be refused. Please consider changing the consignee or ask the consignee to contact our local customer service to clear the issues.

Q8. The vessel has changed after submitting the ACL. Do I need to resend the ACL?

There is no need to resend the ACL. Please change only the customs clearance documents. The Draft BL will be issued based on the vessel information at the time of ACL receipt, but the Final BL will display the actual departing vessel and voyage number.

Q9. Is there a deadline for B/L corrections?

If the manifest documents have already been submitted to the customs at the discharge port, or if the ETA is within 7 days (depending on the discharge port), B/L corrections may not be possible at the loading port. Please complete B/L corrections at least 10 days before ETA (for long-distance routes). If manifest documents have been submitted, the corrections will be considered manifest amendment, so please contact local customer experience.

Q10. Is there a fee for B/L corrections?

Transport Document Amendment Fee – Export is 2,200 JPY (including tax). However, as of October 2024, no correction fee will be charged if corrected via the web.

Q11. Is it possible to issue a certificate (cert)?

It is possible to handle by email or counter issuance. If you wish to request, please contact us by email with the details of [other document issuance request](#). The issuance fee is 5,500 JPY per cert (including tax).

Q12. I want to surrender B/L, how should I do?

Please contact us by email to request the creation of an invoice for surrender fee. After paying the prepaid freight and surrender fee, please send the [B/L issuance request](#) form by noon on one business day before B/L pickup date. We cannot send B/L by email, only counter issuance is available.

Q13. Is it possible to include wording that proves the origin of the goods?

It is not possible to include origin wording such as "MADE IN XXX". If desired, after confirming the Certificate of Origin, it can be included with the alternative wording "Attached hereto is Shipper's certificate of good's origin". Please refer to [here](#) for details. Examples of origin wording that cannot be included: Made in Japan, US origin, Grown in Brazil, Manufactured in China, etc.

Q14. Can you send B/L by post?

Sorry, we cannot send B/L by post. Only counter issuance is available.

Q15. The container is already in terminal, but customs clearance is unlikely to be completed in time until cut-off. Can cut-off be extended?

For details on the customs clearance deadline (cut-off), please contact the terminal directly. If approval cannot be obtained in time due to operational schedules, please request to change the booking to the next vessel by email.

Q16. How can I change B/L type to Waybill?

Please submit from WEB > shipments > Click booking number > Documentation > View Draft BL > Edit shipping instructions. If you cannot click edit shipping instructions, changes can be made from "Tracking". There is no need to contact us by email. If prepaid freight payment is confirmed, it will be uploaded to the web within about 2 hours after change.

Q17. I have changed to Waybill, but it has not been issued.

Please check if there is any unpaid invoice for the booking in My Finance. If there is no unpaid invoice and it has not been issued within one day after the change, please contact us by email.

FAQ - Invoice

Q1. The vessel already departed today, but the invoice has not been issued.

Even if it is the scheduled departure date, if the vessel has not actually departed, the invoice cannot be issued. Please check the status of "Vessel Departure" on the "Tracking" section of the website. Also, if the Draft BL has not been issued, the invoice will not be issued either, so please check the status of the Draft BL issuance before vessel departure.

Q2. Where should I send the payment receipt?

Please upload them to My Finance. There is no need to contact customer experience separately. For details on how to upload payment details, please refer to [here](#) guide.

Q3. The destination charge is billed as prepaid.

Due to regulations at the destination, sometimes destination charges are issued as prepaid. For details on Pay terms settings by country, please refer to [here](#) guide.

Q4. What is the basic settings for pay terms?

For Freight Prepaid, the basic Incoterms setting is CIF, and for Freight Collect, it is FOB. If different, please specify in English in the remark of the ACL. For more details, please check [here](#). Additionally, after submitting the ACL and draft BL is issued, be sure to check the Payer and Pay term (Prepaid/Collect).

Q5. Payer of prepaid invoice is consignee.

For prepaid invoices, payer is generally customer who made the booking. Therefore, if booking is made by consignee, payer for domestic costs in Japan will be consignee. If different, please specify in remark of the ACL as "PREPAID to be payable by AAA company."

Q6. I want to change Payer or Pay term (Prepaid/Collect), how can I do it?

Once the Draft BL is issued, please check the Payer and Pay term for each charge, and if changes are needed, please amend before invoice is issued (before vessel departure) via "Tracking > Search booking number > View shipment details > Charges & Invoices." If invoice has already been issued, please request changes via "Dispute" section in My Finance. A Payer amendment fee of 40 USD will be charged for changes after the invoice has been issued.

Q7. When will the Demurrage/Detention invoice be issued?

Demurrage/Detention will be billed on a per-ship basis, data will be collected and invoiced by responsible team from next business day after the vessel departure. The timing of B/L freight charges and Demurrage/Detention charges is different, so please understand that it may be issued a few days later.

Q8. When does Late Payment Fee apply?

It applies 7 days (including weekends, excluding holidays) after the invoice issuance date, at 5,000 JPY per 7 days (tax-exempt) per invoice, up to a maximum of 15,000 JPY (tax-exempt).

For more details, please check [here](#).

FAQ – Account

Q1. I registered as a user but still can't log in.

If you register anew from Maersk.com with click "Register," a confirmation email will be sent to the registered email. Click on the link in email and enter additional information. If an error occurs during information registration, please contact us by email with a screenshot of the error screen and details of situation. After completing two-step information registration, you will be able to log in within two business days. For more details, please check [here](#).


Q2. I changed the person in charge and want to change the registered email address. Is it possible?

Unfortunately, changing registered email address is not possible. Please register as a new user with information of the new person in charge.

Q3. I forgot my password. Can I check it?

Since password is personal information, we cannot check it either. Please reset and use.

Q4. I cannot see my booking details after login.

Due to the system, if the address or company name provided by foreign customers is even slightly different, it will be recognized as a different company. It may be linked to a different account than the one you logged in with. After login to the web, check your customer ID from the mark on the upper right  and contact local customers to correct it to the correct customer ID.

Q5. I want to add a new person in charge to current account.

If the company name and address are same, it will be linked to same account. Please register a new person as a new user.

Q6. I received a notification that my password has expired.

Please reset your password. When setting it, use at least 8 characters and include Capital letters/small letters, numbers, and symbols.

Q7. Is it possible to change from Maersk Go to Maersk account?

Yes, it is possible. After logging in to the web, go to Booking -> "Not interested in placing Maersk Go bookings?" and click "Leave Maersk Go."