

Customer Advisory

7th March 2025

Reference: Maersk New Empty Releasing Process

Dear Valued Customer,

At Maersk, we continually strive to improve our services and provide a seamless experience for our customers. We are writing to inform you of a change to our **empty releasing process**, which will take effect on **1st April 2025**. This change is designed to streamline the process, increase efficiency, reducing safety risk and enhance our overall service delivery.

We believe that this change will improve your experience with our services. To ensure a smooth transition, we have prepared a **step-by-step guide** on how the new process will work as following:

1. **Customer** : Customer (Booked By Party and/or Representative of Booked By Party) just needs to present valid documents into Depot and make payment to Depot for Lift On/Lift Off charges. Then, truck queue as per depot arrangement.
2. **Depot** : Depot nominates seaworthy container and lifts it off onto the customer's truck. Explain customer if require and arrange all required process for gate out among depot internal cross function teams.
3. **Depot + Customer** : Both Depot and Customer will check the container, agree on the quality level, sign EIR upon gate out process together.
4. **Customer** : Gate out from depot.

Basing on the new process, key changes are:

- Our contracted depots will nominate seaworthy containers for export bookings when customer's truck arrive.
- Customer does not need to search or climb up to find seaworthy container.
- Depot will explain customer if there is any concern.
- Depot will work with internal stakeholders for all required internal process for gate out.

This change is aiming at following benefits:

- **Saving time for the whole supply chain**: reducing the time for checking and selecting containers around the yard by depot nominating seaworthy containers at first time
- **Saving cost for the whole supply chain**: less waiting time for truck may lead to less fuel consumption, also less shifting cost in the yard
- **Improving safety**: removing incident risks of the fact that customer climb up container stacks

We thank you for your continuous support with Maersk. Should you have any further queries, please contact our local representatives.

Your Trusted Business Partner,
Maersk Line Myanmar Ltd.

Maersk Line Myanmar Ltd.

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