

Oct 15, 2024

**Introducing Maersk.com Booking Amendment Functions**

To our valued customers,

For your convenience and having a faster response from your booking amendment request, Maersk is introducing booking amendment functions via [www.maersk.com](http://www.maersk.com) as below.

**Amend by Using Website Functions**

Please click [here](#) to learn more about each function on Maersk.com booking amendment.

**Amend by Using Keywords**

For your request to amend empty container pick-up date (if there is no your preferred date on the calendar), split booking, and combine booking, Maersk is introducing booking amendment via e-channel by using keywords. Once you are proceeding to amend the booking, please provide the keyword on **haulage reference** field. Please make sure that the accurate wording as below is provided.

- To change empty container pick-up date (if there is no your preferred date on the calendar), please enter haulage reference as **" Revised empty container pick-up date with xxxxx"**.
- To split booking (contract booking only), please enter haulage reference as **"Please split the booking xxxxx"**.
- To combine booking, please enter haulage reference as **"Please combine the booking xxxxx"**.

*Note: xxxxx is your freetext to provide us when amend booking.*

**For ETD, customers can select only ETD that available on website.  
You may see the reasons below ETD can't be selected.**

Contract (123456789)

Vessel is not open

Reason on website	Meaning
<b>"Vessel sold out"</b>	There is no space available for new booking
<b>"Container not available"</b>	There is no container available for new booking
<b>"No allocation remaining"</b>	Allocation on service contract is insufficient on targeted vessel
<b>"Vessel is not open"</b>	Targeted vessel is not available for new booking

- This takes 1-2 working hours to complete your amendment via e-channel (compare with amendment via email: 4-8 working hours).
- Once sending your request via e-channel, there is no need to re-send your request to [mm.export@maersk.com](mailto:mm.export@maersk.com). Booking amendment will be sent to your email once complete.

- In case of website error, please submit your amendment request to [mm.export@maersk.com](mailto:mm.export@maersk.com). Please provide us the email subject starts with "Web error" and attach us the screenshot of error.

Effective from 21<sup>st</sup> OCT onward, any amendment via email manually will be hard stop for above features unless Web error screenshot provided.

If you have any questions, please reach out to your customer service representative.

Your Trusted Business Partner,  
Maersk Line (Myanmar) Ltd.