



MAERSK

Maersk Singapore Pte Ltd.

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Reg. No.: 197401342Z

Dear Customer,

Greetings!

For a smooth and hassle-free processing of your Switch Request, please follow below steps:

1. Ensure that the **BL Type is Negotiable**. If BL type is currently updated as Seawaybill, please contact the current Transport Document Receiver so they can send the amendment request.
2. Process the **release of 1st Sector OBL**:
 - If web released but **not** printed = share the written email from Transport Document Receiver stating that it was not printed
 - If web released but printed on customer's end = send one of the below:
 - i. Written letter that the printed copy is destroyed or;
 - ii. Surrender the 1st Sector at the nearest Maersk Counter and advise receiving Maersk Office to update the system accordingly
3. Fill out the Switch Form (New Switch Request Form):
<https://forms.office.com/Pages/ResponsePage.aspx?id=BVzXBRr650Kc8etBbDlVlSfcL4CQ8J9LtS-yoI26rCdUREdUME1SNFg2VUtZSDJSNOVPMTNWUksZSC4u>

Please be further guided of the following:

1. If Switch Request is compliant of the above 4 steps, the processing time is **4 – 8 business hours**.
2. Standard Switch Fee of **SGD 270.00** will apply per request
3. Send your request at the earlier possible time or no later than **10 days before ETA** at Final Port of Discharge. Any request received lesser than 10 days from ETA can possibly be rejected for manifest compliance.
4. The **revised switch BL** will be uploaded on web or sent to the requestor on a separate email
5. The **invoice** can be viewed and downloaded directly <https://my.maerskline.com/go/myfinance> after 1 business day from the sending of the revised draft. For further guidance on how to download your invoice, please go to this [link](#).
6. Below are the **payment** options and where to send proof of payment:
IMPORTANT: where to send proof of payment depends on the payment method used:
 - For **Online/Electronic Funds Transfer** payments, send directly mail with proof of payment and remittance to SGRELEASEDESK@maersk.com only. Our Finance Team will reply via mail once payment is posted.
 - For **Cheque** payment (cheque made payable to: Maersk A/S), submit this via My Finance. To expedite the payment posting, please queue at the banks' counters to get the cheque deposit slip stamped/acknowledged from HSBC bank. Scan this along with the cheque image and upload this at our website (MyFinance). Note that cheques clearance from bank account may take approximately 3 working days.

Additional reference: <https://www.maersk.com/news/articles/2020/05/11/hsbc-cheque-advisory-for-singapore>

Sincerely,

Customer Care
Maersk Singapore Pte Ltd