



MAERSK

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

1. Ensure that the BL Type is **Negotiable**. If the BL type is currently updated as a **Sea Waybill**, please note that a **Sea Waybill is not negotiable and cannot be switched**. Kindly **contact the current Transport Document Receiver to amend** the BL type to a **Negotiable Bill**.

2. **Surrender** 1st sector Original Bill of Lading:

- The 1st sector OBL must be **printed and surrendered to the nearest Maersk office**. Please advise the receiving Maersk office to **update the system accordingly before submitting the switch form**.
- For the 1st sector OBL that needs to be **surrendered at our counter**, please follow the steps outlined in the **Counter Digital Service Guidebook**.

3. **Fill out** the Switch Form ([New Switch Request Form](#)) **after the full set of the 1st OBL has been surrendered**.

4. Our documentation team will **only be able to start processing the switch bill after the 1st OBL has been confirmed as surrendered at any Maersk office**.

Please be further guided by the following:

1. If the **Switch Request complies with the above 4 steps, the processing time is 4–8 business hours**. In the event that you receive an email requesting **missing information** for a Switch Shipper, Switch Consignee, or Notify Party, please ensure you **respond to sg.export@maersk.com on the same day**. Your switch bill will be **put on hold or rejected if no response is received**.

2. A standard **switch fee of SGD 270 per bill** will be applied. When the **import manifest is submitted at the destination**, an additional **late switch fee of SGD 140 per bill** will apply.

3. **Submit your request** as early as possible, or **no later than 10 working days before the ETA at the Final Port of Discharge**. Any request received **less than 10 days before the ETA may be rejected for manifest compliance**.

4. For any **switch bill amendment requests**, please **email** your amendment request to sg.export@maersk.com with the **subject line: "Switch Bill Amendment Request for Bill Number: MAEUxxxxxxx"**. Our documentation team will process the amendment request. The **revised Switch BL** will be **uploaded on the web or sent to the requestor via a separate email**.

5. The invoice can be **viewed and downloaded directly at MyFinance after 4 working hours from receiving the Switch Bill Verify Draft**. Feel free to visit the following links on [STEPS FOR INVOICE RETRIEVAL](#) and [PAYMENT DETAILS](#).

6. The **final Switch Bill** (Original Bill of Lading or Sea Waybill) will be **automatically uploaded to the web** for you to download **after all prepaid payments are received**.

For clarification on the above or other Cross Trade issues, please send your query to: sg.export@maersk.com or contact us at +65-69832212 for assistance.