



## A small change for big gains

With Maersk Less-than-Container Load going digital, prepare to simplify your shipping experience.



## Introduction

With Maersk Less-than-Container Load, we aim to simplify and optimise your supply chain, all the way from your door to your customer's shelves. Our goal is to treat every shipment with the same commitment, and to do this we need to offer the best experience when booking and tracking Less than Container Load cargo.

To this end, we have introduced a digital platform for booking Less than Container Load shipments on [maersk.com](https://www.maersk.com)



## Addressing Challenges

Fluctuating prices and a lack of commitment to execution have affected Less than Container Load shipment deliveries. With digitalisation of the booking process, customers can now expect to book their shipments in a more seamless and effective way.

We have addressed these challenges by making the process of booking seamless and effective.

## **A few clicks and your booking is done**

Now, you can receive a quote and book Maersk Less than Container Load, anytime, anywhere. So your focus remains on your business as your shipments are taken care of.

Each customer gets a personalised homepage with a unique ID that helps them book and manage shipments. Once you log in to our portal using your unique ID, you will be able to get instant quotes and confirm your booking within 4 hours instead of waiting days. You also get total transparency on prices based on cargo, volumes, and routes. You can validate all documentation here and get access to detailed information, including incoterms and trade policies with a simple click. Also, if you are occupied elsewhere, we can place the booking on your behalf.

With so many tools at your disposal, you can better plan your business and be prepared for any eventuality.

## **Always connected for enhanced visibility**

While booking, you can get a clear idea of the volume of your cargo by using our virtual calculator. This tool can help you calculate the exact weight and volume of your cargo.

In transit, you are provided with a single point of contact and monitoring tools, help you get more visibility of your cargo's whereabouts. You can track and trace milestones of shipments using the container number or booking ID and get alerts and notifications on your cargo's status. On request, we provide you with steady updates on your shipment. This helps you get an overview of your shipment and enjoy peace of mind knowing your goods are on track.





## **Loading commitment with every shipment**

With predictable lead times and fixed weekly sailings from major ports to/from 100+ countries, we are committed to providing you with expedited loading with every shipment. We also take every precaution to ensure that your shipments are completely secure from the moment they are loaded, to the day they arrive. In case of any queries, you can chat with our support agents 24/7.

You also get access to integrated Maersk services such as Ocean, Air Freight and Customs Services globally.

We have set up several portals to help you contact us and we will work to serve you in the best possible way.

## FAQs

### **What is Less than Container Load?**

LCL is one of the two main service types of containerised transportation service: FCL (Full Container Load) and LCL (Less than Container Load).

### **What are the differences between Full Container Load and Less than Container Load?**

FCL is optimal when the customer has sufficient cargo volumes to fill a full shipping container. The customer pays the fixed rate at container level, regardless of how much cargo is stuffed into the container as far as within the stated container payloads.

LCL is optimal when the customer does not have sufficient cargo to fill up a container. LCL allows transportation of small cargo volumes without paying for the whole container. LCL is charged based on the cargo volume, so the customer only pays for the space used.

### **Can I add customs to my shipment?**

Yes, you can book both Export and Import customs clearance with your LCL bookings online.

### **Can I track my cargo?**

Use your booking number or bill of lading to track your cargo.

### **What if I exceed 12cbm or 3000kg?**

If you need to ship more than the maximum amount, please contact our LCL experts.

### **What if my package is non-stackable?**

If you want to ship cargo that is non-stackable, please contact our LCL experts. Note that an extra charge will apply.

### **Can I use the Maersk App to book LCL?**

With the Maersk App, you can get an instant LCL price and directly place a booking. Download the Maersk App [here](#).

### **Can I ship dangerous goods?**

If you want to ship dangerous goods, non-stackable or exceeding max weight/volume, [contact our LCL experts](#).

If you need any more information, please contact us and one of our representatives will reach out to you soon.

For any other useful information, [please click here](#).

[CONTACT US](#)