



The freight charges listed on this notice are for customs entry and cargo valuation purposes only, and the totals listed do not supersede those on the invoice. The sole financial document for payment is the invoice.  
 For cargo moving from Canadian ports to the United States, additional in-bond details, border crossing location, and Rail Bill numbers will be provided 2 days prior to vessel ETA.

Contact our Customer Experience specialists for any queries:

Maersk USA customers, please contact us via Live Chat on [www.maersk.com](http://www.maersk.com), via email to [us.import@maersk.com](mailto:us.import@maersk.com), or call 800-321-8807.  
 Maersk Canadian customers, please contact us via Live Chat on [www.maersk.com](http://www.maersk.com), via email to [ca.import@maersk.com](mailto:ca.import@maersk.com), or call 877-338-0165.  
 Twill customers - please contact us via Live Chat [www.twill.net](http://www.twill.net), via email to [twillsupport@maersk.com](mailto:twillsupport@maersk.com), or call 833-965-1648.

**Quick Links:**

- Register online at [www.maersk.com/portaluser/register](http://www.maersk.com/portaluser/register)
- For shipment details and status of your account, please visit [www.Maersk.com](http://www.Maersk.com)
- To stay informed about transport plan changes on your shipment, subscribe to notifications on our website: [www.maersk.com/notifications/](http://www.maersk.com/notifications/)
- Request Arrival Notice online:
  - United States: <https://www.maersk.com/forms/arrival-notice-us/>
  - Canada: <https://www.maersk.com/forms/arrival-notice-ca/>
- Request Diversion online:
  - United States change of final inland destination: <https://www.maersk.com/forms/diversion-req-form-us-imp/>
  - United States change of final discharge port: <https://www.maersk.com/forms/diversion-req-form-us-exp/>
  - Canada change of final inland destination: <https://www.maersk.com/forms/diversion-req-form-ca-imp/>
  - Canada change of final discharge port: <https://www.maersk.com/forms/diversion-req-form-ca-exp/>
- Street Turn/Container Re-use: login/register with E2Open (Avantida Container Management) <https://platform.avantida.com/#!/signin>
- Empty notification site for Store Door Deliveries at [www.nameemptymaersk.com](http://www.nameemptymaersk.com)
- Empty Container Return Locations site at [www.returnlocation.com/](http://www.returnlocation.com/)

**Rail and Truck CY B/L's:**

To ensure timely inland movement of cargo when clearing customs at the port, Maersk must receive customs clearance by noon TWO full business days prior to free-time expiration.

**Store Door B/L's:**

To ensure store door delivery of cargo within free-time, Maersk must receive a complete Delivery Order, freight payment, OBL's surrendered, and customs release by noon TWO full business days prior to free-time expiration.

**Submitting Delivery Order Instructions:**

Log into your Maersk.com account. From the Hub scroll down to see the "Delivery Order" widget, enter your Bill of Lading number, and click "Request Delivery Order" to submit your delivery instructions. All warehouses must be a commercial facility, located in a non-residential area and contain a loading/unloading dock

**Demurrage and Detention:**

Please note that demurrage and detention will be assessed on containers after expiration of free time. Third party storage charges may also be assessed per individual terminal tariffs.

USA Demurrage and Detention tariff, [www.maersk.com/local-information/united-states-of-america/import](http://www.maersk.com/local-information/united-states-of-america/import)

Canada Demurrage and Detention tariff, [www.maersk.com/local-information/canada/import](http://www.maersk.com/local-information/canada/import)

For instant demurrage payments, contact our Maersk Release Service team at 1-800-321-8807, option 5, then option 1.

**Invoice and Payment:**

For instant payment and freight release, log into your account [www.maersk.com](http://www.maersk.com) and navigate to the MyFinance portal.

USA payment options, [www.maersk.com/local-information/united-states-of-america/important-information](http://www.maersk.com/local-information/united-states-of-america/important-information)

Canada payment options, [www.maersk.com/local-information/canada/important-information](http://www.maersk.com/local-information/canada/important-information)

For electronic payments, please forward your remittance information and confirmation of bank payment via email to [NAMFRCSVCACH@Maersk.com](mailto:NAMFRCSVCACH@Maersk.com)

**USA Customer Check Payments**

Overnight Mail Address:

Maersk  
 Atlanta Lockbox (College Park/Southside)  
 Bank of America Lockbox Services  
 Lockbox 744448  
 6000 Feldwood Road  
 College Park, GA 30349

Post Office Address:

Maersk  
 P.O. Box 744448  
 Atlanta, GA 30384-4448

USA original bill surrender (check payments are not accepted at this location)

Norton Lilly International  
 Documentation Department  
 One St. Louis Centre  
 Suite 2003  
 Mobile, AL 36602

**Below freight details will not be part of Original Bill of Lading unless requested by customer**

Freight & Charges	Rate	Curr.	Unit	Prepaid	Collect
Basic Ocean Freight	1806.00	USD	Per Container		1806.00
Container Protect Essential	29.00	USD	Per Container		29.00

Freight & Charges	Rate	Curr.	Unit	Prepaid	Collect
Fossil Fuel Fee	369.00	USD	Per Container		369.00
USD		USD			2204.00

Charges Name	Prepaid/Collect	Invoice Party	Customer Code	Collection Business Unit
Basic Ocean Freight	Collect	ALTRAY COMPANY, INC	331C1002546	Maersk Agency U.S.A., Inc - Charlotte
Container Protect Essential	Collect	ALTRAY COMPANY, INC	331C1002546	Maersk Agency U.S.A., Inc - Charlotte
Export Service	Prepaid	SIMAS INDUSTRIAL DE ALI	30500014501	Maersk Brazil (Santos)
Fossil Fuel Fee	Collect	ALTRAY COMPANY, INC	331C1002546	Maersk Agency U.S.A., Inc - Charlotte
Documentation Fee - Origin	Prepaid	SIMAS INDUSTRIAL DE ALI	30500014501	Maersk Brazil (Santos)
Terminal Handling Service - Origin	Prepaid	SIMAS INDUSTRIAL DE ALI	30500014501	Maersk Brazil (Santos)
Premium Quality Container	Prepaid	SIMAS INDUSTRIAL DE ALI	30500014501	Maersk Brazil (Santos)

We would appreciate if you could contact/provide us at [US.Import@maersk.com](mailto:US.Import@maersk.com) with your preferred email address. In order for future communications (Arrival notices & Customs Notifications) to be generated correctly which will assist your business and record retention.

Equipment No.	Demurrage Payer Code	Demurrage Payer Name
CAAU7928464	331C1002546	ALTRAY COMPANY, INC

**\*Note: Below payer is applied for imports demurrage charge (if any), if you want to change, please write or contact customer service before container pick-up.**