

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

Quick Links:

- Register online at www.maersk.com/portaluser/register
- For shipment details and status of your account, please visit www.Maersk.com
- To stay informed about transport plan changes on your shipment, subscribe to notifications on our website: 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
- Empty Container Return Locations site at 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

Canada Demurrage and Detention tariff, 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 and navigate to the MyFinance portal.

USA payment options, www.maersk.com/local-information/united-states-of-america/important-information

Canada payment options, 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

USA Customer Check Payments

Overnight Mail Address:	Post Office Address:
Maersk	Maersk
Atlanta Lockbox (College Park/Southside)	P.O. Box 744448
Bank of America Lockbox Services	Atlanta, GA 30384-4448
Lockbox 744448	
6000 Feldwood Road	
College Park, GA 30349	

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 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
TCKU7409692	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.**