

**Counter Opening Hours – Extended Confinement till 01<sup>st</sup> June 2020**

Dear Valued Customer,

Due to the extended confinement until 01<sup>st</sup> June 2020, at Maersk, we would like to ensure the health and safety of our customers as well as our employees.

Therefore, please note that our counter will remain open on week days from 09:00 to 13:00 only, until the end of the confinement.

**We would like to also re-emphasize below guidelines are to be adhered to when visiting our counter.**

1. We wish to remind that visits to the Counter are strictly restricted to instances where original documentation (i.e. bill of lading) must be received or collected.
2. E-IMDG is now available for your Hazardous shipments, send your IMDG documents to [mu.export@maersk.com](mailto:mu.export@maersk.com);
3. Present your original documentation in a plastic folder / envelope
4. A tray will be available at our office reception for document submissions.  
Release/document checks will be done at intervals during the above-mentioned working hours.
5. Original bills should be endorsed as per normal procedure.
6. Broker code and email for ECDN to be provided at time of document submission to ensure smooth release of cargo.
7. Respect the security line at counters for both our agents' and your security
8. Follow the World Health Organization recommendations on hygiene, available on the link below  
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

**Our Customer Service (back office) will remain operational from 09:00 till 16:30 to assist you with your other requests and remain available on 206 2200 (ext. 2).**

We also strongly recommend the below, to make it easier for you to manage the situation remotely:

- Move the shipments via waybill or arrange for Telex Release instead Original bills of Lading as courier services are disrupted with most airlines not operational;
- Use of our Self-Service Delivery Order (online tool) for Import Cargo Release (Delivery Order and ECDN);
- Retrieve your invoices on MyFinance on [www.maersk.com](http://www.maersk.com)
- Use of our Paperless Release by e-mailing your Import Release request to [mu.import@maersk.com](mailto:mu.import@maersk.com);
- Send POP directly to [safhtfrc@maersk.com](mailto:safhtfrc@maersk.com) for prompt release of your shipment;
- Enroll on our Web BL printing functionality on [www.maersk.com](http://www.maersk.com)

We rely on your understanding as we strive to service your needs as quickly and efficiently as possible.

Stay Safe!

MAERSK TEAM