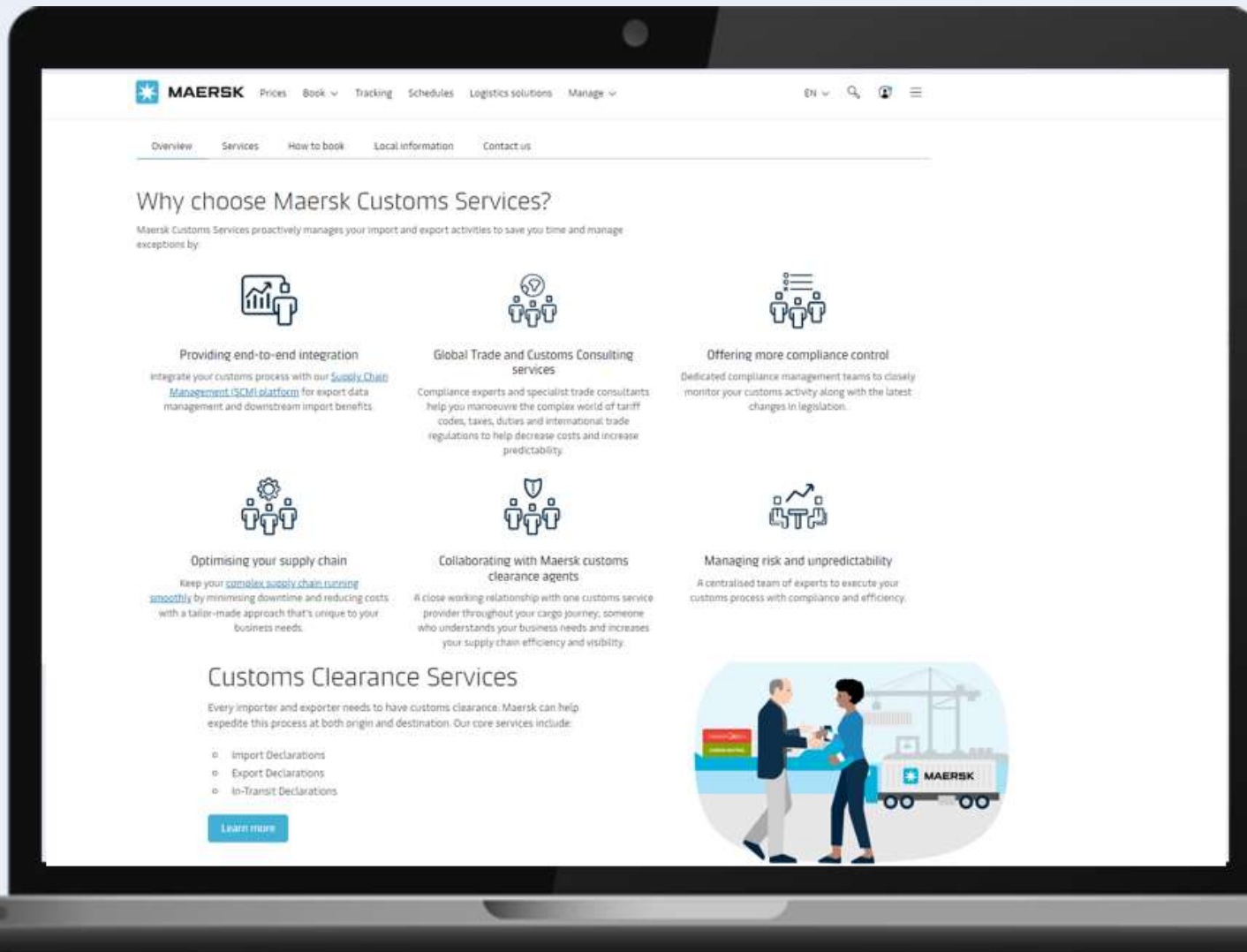


MyCustoms on Maersk.com



Find "MyCustoms" on Maersk.com

The screenshot shows the Maersk.com MyCustoms interface. The top navigation bar includes the Maersk logo, 'Prices', 'Book', 'Tracking', 'Schedules', and 'Logistics solutions'. The 'Manage' dropdown menu is open, showing options like 'Hub', 'Export overview', 'Import overview', 'Tasks', 'MyCustoms', 'MyFinance', 'Captain Peter™', 'Payer standing instructions', 'Order secure paper', and 'Case management'. The 'MyCustoms' option is highlighted. The left-hand navigation menu includes 'Hub dashboard', 'Export overview', 'Import overview', 'Tasks', 'MyCustoms', and 'MyFinance'. The 'MyCustoms' icon is highlighted. The main content area is titled 'MyCustoms' and contains a 'Book & Manage' section with 'Export' and 'Import' radio buttons, 'From' and 'To' location fields, and a 'Status: All' filter. Below this is a table with columns 'B/L no.', 'Container', and 'From'. The table contains one row with the following data:

B/L no.	Container	From
123456789	1X 40 ft DRY	Ho Chi Minh City, ... ETD ↑ ↓ 28 Nov 2023

The right-hand navigation menu includes 'Transportation services' (Ocean Transport, Cross Border Rail Transportation, Inland Transport, Air Freight, Less than Container Load (LCL)), 'Supply Chain & Logistics' (Supply Chain Management, Warehousing & Distribution, Customs Services), and 'Your next action' (Show prices).

After login, customer can access "MyCustoms" on Maersk.com

1. Click on "MyCustoms icon"

2. Go to the Hub and choose 'My Customs' from the left-hand navigation

3. Click on "Menu" and choose "Customs Services" from the list

Find a shipment on "MyCustoms"

MyCustoms 4

Here you can buy and manage customs for your Maersk ocean shipments, anywhere, anytime. [Find out more](#)

Book & Manage

Export Import 5 Online customs only

Status: All

B/L no.	Container	6	To	Customs status	Your next action
		ETD ↑↓	ETA ↑↓	Last Updated	
123456789	1 X 40 ft DRY	Ho Chi Minh City, 28 Nov 2023	Commerce, US 30 Dec 2023	● Customs available 20 JUN 2023, 03:04 AM	<input type="button" value="Show prices"/>
123456789	1 X 20 ft DRY +1 more	Ho Chi Minh City, 21 Nov 2023	Los Angeles, US 19 Dec 2023	● Customs available 21 SEPT 2023, 07:10 AM	<input type="button" value="Show prices"/>

You can find a shipment by:

4. Input the bl number and press "search" or

5. Or you can filter the shipment list by Origin ("From"), Destination ("To") and Customs status using the filters above the shipment list. Or

6. Sorted by ETD (soonest to latest) for Export shipments and ETA (soonest to latest) for Import Shipments.



Book customs

Book & Manage

Export Import Status (All) Online customs only

Status: All

B/L no.	Container	From ETD ↑↓	To ETA ↑↓	Customs status Last Updated	Your next action
123456789	4 X 40 ft DRY	Da Nang, VN 08 Nov 2023	Tracy, US 30 Dec 2023	● Customs available 25 SEPT 2023, 08:21 AM	Show prices

Book customs

231660079 Clearance country [United States](#)
123456789

Standard Import Clearance

USD 125.00

Maersk will apply to the authorities on your behalf, a standard import clearance based on the information from your transport bookin...
[Show more](#)

[Add](#)

[← Back](#)

● Request received ⓘ [Documents](#)
25 SEPT 2023, 08:21 AM

Book a customs product:

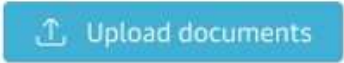


7. Select the shipment and click on the 'Show prices' button

8. Choose the customs product(s) you would like to book then click "add". Your customs products have been booked.

9. See the status change on the shipment list (request received) and start uploading your customs documents.



Track “customs” status on shipment list

Customs status	
● Request received	
● Documents received	
✔ Customs cleared	
● On hold	
⊗ Cancelled	

Customs status

- **“Request received”**: Customs booked but no documents have been received
- **“Document received”**: Some or all documents have been received
- **“Customs cleared”**: Customs has been cleared
- **“On hold”**: Customs have contacted us for further information.
- **“Cancelled”**: Clearance has been cancelled by a party to the shipment

❖ **“Customs service” page** which you can find more customs service; contact & guidance...: <https://www.maersk.com/supply-chain-logistics/customs-services/services>

