

CUSTOMER EXPERIENCE Call Center: +662-021-4555

Call Center (+662-021-4555)				Email	Hotline (after Working Hours)	Email (after Working Hours)	Follow our news
Service date/time: Mon-Fri 08:00 AM - 05:00 PM							
Direction	Main Menu	Sub Menu	Sub Team				
Ocean Export	Press 1	PIN CODE (4 digits#)	Export - Technology	TH.Export@Maersk.com	089-2028111	th.export.bco@gmail.com	Line ID: @maerskth
	Press 1	PIN CODE (4 digits#)	Export - Auto, Chemical, FMCG, Retail, and Lifestyle		084-8742017	cbphotline@gmail.com	
	Press 1	PIN CODE (4 digits#)	Export - NVOCC / Maersk Go		063-2139805	specialhotlineteam@gmail.com	
	Press 2	Press 1	Export - Direct Shipper		084-7516580	exporthotline@gmail.com	
	Press 2	Press 2	Export - Freight Forwarder		089-2029111	th.export.nvo@gmail.com	
	Press 2	Press 3	Export - Cross Trade		063-2139805	specialhotlineteam@gmail.com	
	Press 3		Export - Special Cargo (Reefer/SOC/OOG)		063-2139805	specialhotlineteam@gmail.com	
Ocean Import	Press 1	PIN CODE (4 digits#)	Import - Specific Commodities / Maersk Go	TH.Import@Maersk.com	089-8951781	thailandimportmaersk@gmail.com	
	Press 4		Import - General Commodities				

FINANCE TEAM Local Contact: +662-752-9000 ext. 1

- Invoice: thafininv@maersk.com
- Payment for Export: Submit via website only (link how to: [click here](#))
- Payment for Import:
 - SSDO – Submit via SSDO (link how to: [click here](#))
 - DnD – TH.Import@maersk.com
- Credit Customer Settlement (Payment Evidence) TH.collections@maersk.com
- Outstanding – Dunning: TH.collections@maersk.com
- Refund Request: pallthafincrd@maersk.com
- Invoice Disputes: disputes@maersk.com or log disputes via MyFinance