



## Instant Amendments - Verify Copy and Bill of Lading on Maersk.com

Dear Valued Customer,

We are happy to share some major changes to how you can amend your Shipping Instructions and Bill of Lading, on Maersk.com. This is a continuous journey for us to improve our website and we look forward to standardizing the web interface, when you submit your first Shipping Instructions, then make subsequent amendments to the Verify Copy or Bill of Lading.

### Key benefits with our New VC and BL amendment journey:

- ✓ **Same experience with submitting SI:** both first SI and subsequent document amendments will be using the same experience, for better familiarity on page navigation
- ✓ **Pre-checks before amendment submitted:** if OBL document has already been issued, customer will have to confirm that previous document has either been destroyed or surrendered back to Maersk
- ✓ **Faster processing of amendments:** by using the same interface as Shipping Instructions journey, your document may undergo automatic issuance of BL, if no other manual verifications are required by our documentations team (refer to exceptions below)
- ✓ **Upfront documentation amendment requirements:** export and import restrictions will be re-validated to avoid scenario where amendments cannot be processed after online submission (e.g. Local consignee requirement, mandatory reference requirement (NCM, HS code number, ACID details etc.)

### Exceptions with no instant issuance of amended document:

- If shipment is on list of import sanction countries
- If issue customs manifest already completed at import customs – Maersk may impose an import fee if applicable
- If freetime clause used to indicate number of destinations freetime days

### Kindly note the features which are **not available** till later in 2023:

- Fee applicable for documentation fee after ETD: BL amendments submitted after vessel 1<sup>st</sup> leg departure will incur a documentation amendment fee, while this fee will only be added after submission processed
- Fee applicable from destination: If Import Customs Manifest (ICM) has been completed, an ICM charge may be applicable, and customer will be informed after amendment submitted online
- Amend to Split/Combine BL: if amendment to Verify Copy (VC) or Bill of Lading (BL) requires splitting into multiple documents or combined into one document, this to be requested via email to our local documentations team
- Amend to Switch BL: if cross trade customer needs to switch shipper and consignee, this should be requested via email to our local documentations team

### We refer to the sections in the pages below, for more details on the new features:

1. [Where to amend Verify Copy and Bill of Lading](#)
2. [Customer acknowledgements for different bill type](#)
3. [Acknowledging terms and conditions for amendment](#)



## 1. Where to amend Verify Copy and Bill of Lading

- To proceed with amendment, kindly ensure your company is the transport document receiver party in shipment to view the document. (refer FAQ on [Who Can Submit SI](#) and [Who Can Download BL](#))
- Then, log in to maersk.com, select the Tracking button on maersk.com, then key in shipment number
- In the Shipment binder – Overview and documentations tab, customers may amend their VC or BL, depending whether the shipment ETD has passed, respectively

<p><b>If ETD has not passed yet, verify copy is accessible via first tab on Shipment binder</b></p> <p>← back to overview</p> <p>Shipment Binder 12345678</p> <p>Overview Documents Containers Pricing</p> <p>View Verify Copy</p> <p>08 Dec 2022 11:17 (local time)</p> <p>APPROVE VERIFY COPY AMEND VERIFY COPY</p>	<p><b>If ETD has passed, BL is accessible via documentations tab</b></p> <p>← back to overview</p> <p>Shipment Binder 12345678</p> <p>Departing on 13 Feb 2023 Singapore, SG</p> <p>Arriving on 11 Mar 2023 Apapa, NG</p> <p>Aluminum, aluminium art... 12 x 20ft Dry</p> <p>Overview Documents Containers Pricing Log Additional services</p> <p>Document details 12345678</p> <table border="1"> <thead> <tr> <th>File name</th> <th>Date created</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Booking Confirmation</td> <td>07 Feb 2023 18:07 (local time)</td> <td>Booking confirmation available for 12345678</td> </tr> <tr> <td>Verify Copy</td> <td>01 Mar 2023 16:19 (local time)</td> <td>Approved on 01 Mar 2023 16:19 (local time)</td> </tr> <tr> <td>View Bill of Lading</td> <td>01 Mar 2023 16:19 (local time)</td> <td>Transport document created</td> </tr> <tr> <td>View Certified True Copy</td> <td>01 Mar 2023 16:19 (local time)</td> <td>AMEND BILL OF LADING</td> </tr> </tbody> </table>	File name	Date created	Status	Booking Confirmation	07 Feb 2023 18:07 (local time)	Booking confirmation available for 12345678	Verify Copy	01 Mar 2023 16:19 (local time)	Approved on 01 Mar 2023 16:19 (local time)	View Bill of Lading	01 Mar 2023 16:19 (local time)	Transport document created	View Certified True Copy	01 Mar 2023 16:19 (local time)	AMEND BILL OF LADING
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## 2. Customer acknowledgements for different bill type

<p>For Seaway Bill, customers may proceed with request</p>	<p>Shipment: 912345678</p> <p>FROM Norfolk, US 17 Apr 2019 TO Felixstowe, UK 29 Apr 2019</p> <p>Document Parties Payers Cargo &amp; VGM Review changes</p> <p>Bill of Lading already issued, this is an Amendment</p> <p>Cargo details</p> <p>We recommend using our upload functionality to quickly add different details for multiple containers</p> <p>DOWNLOAD EXCEL TEMPLATE UPLOAD EXCEL</p> <p>See page help</p>
<p>If OBL Issued and printed at Maersk office, customer will be informed to surrender OBL or wait for 1 day if BL already returned</p>	<p>Shipment: 912345678</p> <p>FROM Norfolk, US 17 Apr 2019 TO Felixstowe, UK 29 Apr 2019</p> <p>Amend shipping instructions</p> <p>The Original Bill of Lading was issued by a Maersk counter so you must surrender the Bill of Lading to the counter to proceed. In case you have already sent the Original Bill(s) of Lading to our counter, it will take up to 1 working day after receipt of the courier before an amendment can be requested. For any queries please use the chat function below.</p>
<p>If OBL issued via web, customer to acknowledge OBL destroyed</p>	<p>Shipment: 912345678</p> <p>FROM Norfolk, US 17 Apr 2019 TO Felixstowe, UK 29 Apr 2019</p> <p>Amend shipping instructions</p> <p>The Original Bill of Lading has already been issued and must be destroyed</p> <p>Click to indicate you have destroyed the Bill of Lading and accept the <a href="#">Terms and Conditions</a> <input type="checkbox"/></p> <p>AMEND SHIPPING INSTRUCTIONS</p>

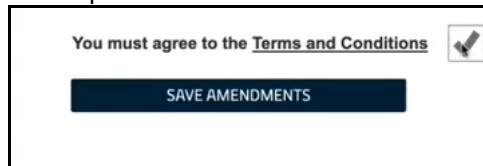


### 3. Submit amendment request

- Kindly note that amendments made on the screen will only be saved and submitted once the 'Send Amendment Instructions' button is selected at the end of the submission journey



- If bill type is Original Bill of Lading (OBL) and OBL was issued to website, customers will be prompted to accept the terms and conditions prior to submission – this is to ensure that OBL was destroyed from customer's end, after printing at their premise



For full details on Shipping Instructions submission, visit <https://www.maersk.com/support/faqs/how-to-submit-shipping-instructions>.

Should you have further clarifications, kindly contact your local customer service agent or reach out to the live chat team on maersk.com. Thank you for your continued support.

Best regards,  
Maersk