

Subject: New Online Customer Service Feature  
Effective Date: Already effective  
Scope: USA import & export related shipments

March 10, 2010

## **New Online Customer Service Feature**

Dear valued customer,

We have over the last two weeks been offering online customer service on [www.maerskline.com](http://www.maerskline.com). This new feature provides you with instant access to Maersk Line Customer Service representatives via the internet saving you time & money. Below are just some of the services you can expect with this new product.

For export shipments you can

- Ask about the status of your bookings
- Instantly amend your shipping instructions or bill of lading
- Track the status of your BL
- Find the vessel departure that suits you needs together with our agents
- Release your bill of lading

For import shipments you can

- Contact us for assistance regarding rail pick up numbers, customs status, freight status, and empty return dates
- Get the necessary details required for customs entry such as ETA, piece count, vessel details, bill number, and location of goods code (firms code)
- Find out all standard charges applicable to your shipment
- Request arrival notices
- Retrieve the house bill number for US Customs 10+2 filing

The hours of this online service are from 8:00 am to 8:00 pm EST. To use this new service , simply click on the live help link on [www.maerskline.com](http://www.maerskline.com), and you will be given the option of chatting with a webpage technical specialist regarding [www.maerskline.com](http://www.maerskline.com) or a Maersk Line customer service representative (pick this choice).

Please note that in order to select a customer service representative, you must enter in "United States" for country and then select "Customer Service/Documentation Live Help" under drop down menu titled "With whom would you like to chat?"

We thank you for your business and look forward to continually serving your global transportation needs.

If you have any questions regarding this information, please contact your sales representative or Maersk Line Customer Service at 1-800-321-8807.