

09 April 2020

Dearest customers/partners,

### **COVID-19: Our digital solutions at turbulent times.**

Congratulations to the vast majority of you who have fully adopted our digital solutions. Feedback from our qualitative and quantitative surveys demonstrates that most of you appreciate the solutions for the autonomy and ease of mind it grants you.

We understand that the few customers who were reluctant to use the digital solutions (for very valid reasons) may be compelled to explore them now that the government of Liberia has declared a lockdown for 14 days. While **our vessels will continue to call the port of Monrovia weekly**, all our employees will work from home from the 13<sup>th</sup> of April for the duration of the lockdown. We are fully confident that there won't be any disruption in our service to you and we would like to share our contingency plan and a reminder on the digital solutions we have perfected over the past months and years;

#### **Invoicing**

- Local charge invoices
  - o At least 2 days prior to vessel arrival (on import) or upon vessel departure (on export), you can view and print your invoices in our MyFinance platform on our website ([www.maersk.com](http://www.maersk.com) for Maersk or [www.safmarine.com](http://www.safmarine.com) for Safmarine).
  - o \*To access our digital solutions, you have to register on the website. For support, contact our Online chat (livehelp) desk or any of our local agents.
- Demurrage invoices
  - o Demurrage invoice requests can be made via sms (0776636905) or email ([lr.import@maersk.com](mailto:lr.import@maersk.com) for Maersk or [lr.import@safmarine.com](mailto:lr.import@safmarine.com) for Safmarine). We advise that you anticipate the process because the lead time for processing can go up to 4 hours due to system interface issues.
  - o Remember to provide the validity (pay-through) date in your request.
- Detention invoices
  - o They are automatically generated as soon as your import containers return empty in the terminal. Please check MyFinance on our website to view the detention invoices and your statement of accounts.

**Maersk Liberia Limited**  
**Free Trade Center, P.O.Box 10-9079, 1000 Monrovia, 10 Liberia**  
lr.import@maersk.com / lr.export@maersk.com  
Reg.No 050853829 ; TIN#500000278

## Payment of invoices

- Onsite payment
  - o Considering that the banks have been exempted from the lockdown restrictions, our (UBA) tellers will be onsite to receive your payments as usual however, we strongly suggest that you adopt electronic payment solutions.
  - o The bank will close at 2pm daily until the state of emergency is lifted.
- Electronic payment
  - o Our account is domiciled at UBA so customers who have UBA accounts can use the U-direct solution for instant payments or can do regular transfer requests which will hit our bank account the same day
  - o Transfers from other banks are also possible but our account will be credited within 24 hours.
  - o Our account number is stated below
    - Beneficiary bank = United Bank for Africa (Liberia) Ltd.
    - Beneficiary name = Maersk Liberia Limited
    - Beneficiary account = 53010030001825

## Delivery Order (DO) request and issuance

- Since most countries have severely restricted movement of persons, we STRONGLY encourage you to opt for sea waybills (SWB) or telex (electronic cargo) release instead of original bills of lading.
- SSDO (Self-Service DO) solution
  - o If you have a tlx release or SWB or if we have confirmation that you have submitted your original bills of lading at an authorised Maersk/Safmarine drop-off point (details below), you can request for your DO online ([www.maersk.com](http://www.maersk.com) or [www.safmarine.com](http://www.safmarine.com)). The process is attached separately.
  - o OBL Drop-off and Pick-up points; we have 2 options
    - The bank at the Maersk office
    - ERA Supermarke, Sinkor (with Theophilus Paye – 0770550424)
- Manual/E-DO
  - o In case you have original bills of lading (OBL) to surrender prior collecting your DO, please note that your DOs will be available within the timeframes below;
    - Within 24 hours if you drop your OBLs at the Maersk bank
    - Within 2 hours if drop-off is at Era supermarket, Sinkor (770550424)

### Issuance of bills of lading (OBL)

- Since most countries have severely restricted movement of persons, we STRONGLY encourage you to opt for \*Sea waybills (SWB) or telex (electronic cargo) release instead of original bills of lading.
  - \*For more on SWBs, please contact 0770550424)
- Submit your request for bills of lading by email (specifying your preferred pick-up point) after settling all the outstanding invoices. Your OBLs will be available within the timeframes below;
  - o 24 hours if pickup point is at the bank at Maersk office
  - o 2 hours if pickup point is at Era supermarket, Sinkor (770550424)
- Web OBLs
  - o We have a digital solution that permits customers to issue OBLs themselves in the comfort of their offices and in the process, gain a tremendous amount of time.
  - o Please call 770550424 for more details on requirements to sign-up for this.

### Blue seals for export

- Blue or white seals for exports will be available at our ERA supermarket, Sinkor pick-up point (0770550424)

### Mobile application

- For an easier on-the-go experience, please download our mobile applications (search "Maersk shipment" or "Safmarine shipment" on Play Store or iOS).
- From the apps, you can chat with an agent 24/7, track, search for vessel schedules, check freight rates, place bookings etc.

### Quotation and booking

- Submit a quotation request online (or website) or try out our industry-changing Spot solution on [www.maersk.com/spot](http://www.maersk.com/spot) for best rates and container and space guarantees..

### All other enquiries

- All adhoc enquiries such as, but not limited to, tracking, tlx release, invoicing of adhoc charges, navigation of our website etc, please use online Chat function on our website [www.maersk.com](http://www.maersk.com) or [www.safmarine.com](http://www.safmarine.com).

- You may also address them via the channels listed below if your issue is not resolved on Chat.

	<b>Maersk</b>	<b>Safmarine</b>	<b>Escalation</b>
Import	<a href="mailto:lr.import@maersk.com">lr.import@maersk.com</a>	<a href="mailto:lr.import@safmarine.com">lr.import@safmarine.com</a>	<a href="mailto:vassil.yango@maersk.com">vassil.yango@maersk.com</a>
Export	<a href="mailto:lr.export@maersk.com">lr.export@maersk.com</a>	<a href="mailto:lr.export@safmarine.com">lr.export@safmarine.com</a>	<a href="mailto:vassil.yango@maersk.com">vassil.yango@maersk.com</a>
Phone	770550424	776866560	770459000

We appreciate your tremendous support during the 1<sup>st</sup> quarter of this turbulent year and commit to continue improving our service to meet your needs. We remain firmly committed to serving you all the way.

Stay safe and stay blessed!

Best regards

Vassil Yango  
Managing Director