MAERSK LINE

WEEKLY HIGHLIGHTS
Tuesday | March 05 | 2013

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STORY OF THE WEEK

Better customer experience: Customer Charter

Maersk Line has set out to establish a 'customer charter' which articulates the minimum service quality that all our customers will benefit from.

READ THE FULL STORY

News

Melbourne (Australia) – Changes in Front Office Counter

Kindly note that with effect from 18 March 2013, administrative functions including the lodgement of import bills of lading and collection of export bills of lading earlier handled by the Melbourne Office Front Counter will now be handled by:

Seaway Agencies Pty Ltd.
Level 19, HWT Tower
40 City Road,
Southbank, Victoria 3006
Front Counter Operating Hours: 9am to 5pm

Contact details for all other document processing functions including Export, Import and other Customer Service contacts will continue to be the same. Contact details for the Melbourne office will continue to be the same.

Service changes

Oceania to/from US West Coast - PSW Service withdrawal

Please be informed that with effect from end March 2013, Maersk Line will withdraw its direct operations between the Oceania region and the US West Coast.

In recent years, considerable tonnage injections have left this trade lane suffering from overcapacity and heavy imbalance between supply and demand. This has resulted in continuous pressure on shipping rates to a level where Maersk Line no longer considers the PSW service a financially viable proposition.

Details of last PSW sailings are as follows:

Southbound rotation: 'JPO Scorpius' voyage 326S, ETD Los Angeles 30 March 2013

Northbound rotation: 'Pescara' voyage 325N, ETD Tauranga 21 April 2013

However, Maersk Line remains committed to providing customers with sustainable and reliable coverage to/from Oceania and the US West Coast. Going forward we will offer a transhipment service via Asia on the existing Maersk Line network.

Should you have any queries regarding your shipments to/from the US West Coast, please do not hesitate to contact your local Maersk Line Customer Services representative.

Far East Asia to Tin Can Market – Bringing unrivalled reliability

We are very pleased to inform you that Maersk Line has extended our well established and reliable Far East Asia – West Africa service (FEW2) into the port of Tin Can (Nigeria).

This move has been prompted by the significant demand and need from customers for a direct product into Tin Can Island (Nigeria) and promises to improve supply chain efficiencies for customers moving cargo from the Far East Asia to Nigeria.

The first departure of this new product will be Maersk Cardiff which will sail from Shanghai (China) on 28 February 2013, and arrive in Tin Can (Nigeria) on 5 April 2013 where we will be calling the TICT terminal.

The FEW2 product is covered by 12 of our 4,500 twenty-foot equivalent unit (TEU) WAFMAX vessels, and offers weekly departures from the key ports of Busan (South Korea), Shanghai (China), Ningbo (China), Nansha (China) and Tanjung Pelepas (Malaysia) directly into Tin Can (Nigeria). The fixed departures combined with dedicated berthing agreements, best in class reliability and faster transit-times will allow you to plan your imports in a more efficient manner.

Should you have any questions about our revised coverage of Tin Can please do not hesitate to contact your regular sales or customer care representatives.

Ecumed - Westbound – Additional Caucedo (Dominican Republic) port call call

We are now adding a call in Caucedo (Dominican Republic) to the Ecumed – Westbound service.

It promises faster transit times for our customers in the market from the Mediterranean, Black Sea, Middle East and Indian subcontinent to the Dominican Republic. It will also greatly improve transit times into Altamira (Mexico) and Veracruz (Mexico) through transshipment in Caucedo (Dominican Republic) onto the GulfEx service. Our customers stand to gain from this change with an overall transit time between one and three weeks to our current products, ensuring better stability in your supply chains. The first call will be the Safmarine Benguela on 27 March 2013. She will be sailing out of Europe on 18 March 2013 from Algeciras (Spain).

» Click here to view the new route map of Ecumed – Westbound service.

Rate Changes

In order to continue offering our broad portfolio of services and high level of reliability it will be necessary for us to implement a number of rate increases/restorations.
We ask for your understanding and look forward to continuing to provide the service you've come to expect from Maersk Line.

Indian Subcontinent to North Europe

General Rate Increase (GRI)

Effective date: 1 April 2013

Scope:	Indian Subcontinent (Pakistan, India, Sri Lanka, Bangladesh) to North Europe
General Rate Increase:	USD 250/400/400 per 20'/40'/40' high cube dry

South East Asia to Australia

General Rate Increase (GRI)

Effective date:	1 April 2013
Scope:	South East Asia (Singapore, Malaysia, Thailand, Indonesia, Philippines, Brunei, Vietnam, Cambodia, India, Pakistan, Sri Lanka and Bangladesh) to Australia
General Rate Increase:	USD 200/400 per 20’/40’ container

East Mediterranean to West Africa

General Rate Increase (GRI)

Effective date:	1 April 2013
Scope:	Egypt, Israel, Bulgaria, Romania, Ukraine, Novorossisk (Russia) and Georgia to West Africa (Angola, Benin, Burkina Faso, Cameroon, Cape Verde Island, Central African Republic, Chad, Congo, Democratic Republic of Congo, Equatorial Guinea, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Ivory Coast, Liberia, Mali, Mauritania, Niger, Nigeria, Sao Tome and Principe, Namibia, Senegal, Sierra Leone, Togo and Western Sahara)
General Rate Increase:	100/200 per 20’/40’

Scope:	Turkey to West Africa (Angola, Benin, Burkina Faso, Cameroon, Cape Verde Island, Central African Republic, Chad, Congo, Democratic Republic of Congo, Equatorial Guinea, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Ivory Coast, Liberia, Mali, Mauritania, Niger, Nigeria, Sao Tome and Principe, Namibia, Senegal, Sierra Leone, Togo and Western Sahara)
General Rate Increase:	200/300 per 20’/40’

Indian subcontinent to North Europe

General Rate Increase (GRI)

Effective date:	1 April 2013
Scope:	India, Sri Lanka, Bangladesh and Pakistan to North Europe
General Rate Increase:	USD 250/400/400/400 per 20’/40’/40’ high cube/45’ high cube dry

North Europe to Far East Asia

General Rate Increase (GRI)

Effective date:	1 April 2013
Scope:	North Europe to Far East Asia
General Rate Increase:	USD 100/200/200 per 20’/40’/45' high cube dry

Canada to Far East Asia

General Rate Increase (GRI)

Effective date:	1 April 2013
Scope:	Canada to Far East Asia (Brunei, Cambodia, China, Hong Kong, Indonesia, Japan, South Korea, Laos, Macau, Malaysia, Mongolia, Philippines, Singapore,

	Taiwan, Thailand, Timor Leste & Vietnam)
General Rate Increase:	USD 80/100/100/100 per 20'/40' store door/40' high cube/45' high cube container

Europe to Oceania

General Rate Increase (GRI)

Effective date:	1 April 2013
Scope:	Europe (excl. Syria) to Australia, New Zealand and Papua New Guinea
General Rate Increase:	USD 200/400/500 per 20'/40'/45' high cube container

Scope:	Syria to Australia, New Zealand and Papua New Guinea
General Rate Increase:	USD 140/310/380 per 20'/40'/45' high cube container

Southern Africa to Far East Asia

General Rate Increase (GRI)

Effective date:	1 April 2013
Scope:	South Africa, Botswana, Swaziland and Lesotho to China, Malaysia, Indonesia, Singapore, Philippines, Vietnam, Thailand, Taiwan, South Korea, Japan and Cambodia
General Rate Increase:	USD 75/25/25 per 20'/40'/40' High cube dry

Far East Asia to Southern Africa and Indian Ocean Islands

General Rate Increase (GRI)

Effective date:	01 April 2013
Scope:	Far East Asia to Southern Africa (Botswana, Lesotho, Malawi, Mozambique, South Africa, Swaziland, Zambia and Zimbabwe) and Indian Ocean Islands
General Rate Increase:	USD 300/600/600 per 20'/40'/40'high cube dry

Overview of CAF and global BAF levels

For a comprehensive overview of the Currency Adjustment Factor (CAF) levels and the global Bunker Adjustment Factor (BAF) calculator, please follow the links below.

Get the Maersk Line **CAF** overview

Use the Maersk Line **BAF** calculator

Links to Other Surcharges

To view trade specific surcharges that have been changed in the past week, please click on the trade names given below. Please note that the published surcharges are not a comprehensive overview of all the surcharges applicable in the trades, but recent changes only.

Africa trade

The Africa trade includes cargo moving to and from Africa, including Indian Ocean Islands, but excluding North African countries which are Morocco, Algiers, Tunisia, Libya and Egypt.

Asia Europe trade

The Asia Europe trade includes cargo moving from Asia to/from North Europe, Mediterranean and North Africa.

Australasia trade

The Australasia trade includes cargo moving to and from Australia, New Zealand and Fiji Islands.

Central America - Caribbean trade

The Central America trade includes cargo moving to and from Latin America.

Far East - Middle East trade

The Far East trade includes cargo moving to and from Asia and Middle East, Red Sea, and South Asia.

South America trade

The South America trade includes cargo moving to and from South America.

Transatlantic trade

The Transatlantic trade includes cargo moving from North America to and from North Europe, Mediterranean, Middle East, South Asia, and Intra Gulf.

Transpacific trade

The transpacific trade includes cargo moving from Far East to and from North America.

All Trades

For changed surcharges applicable to all trades.