

Import Ocean and L&S On – Boarding Kit





Thank you for choosing SEALAND - A Maersk Company and Welcome on board!

Dear Valued Customer,

It is our pleasure to meet you! We thank you for giving us the opportunity to work together. On behalf of SEALAND, I would like to welcome you to our On Boarding Package.

Attached here are the documents needed for ensuring a smooth and seamless first customer experience with us.

We **THANK YOU** for your business, and look forward to working closely together in the future.

Yours Sincerely, Customer Service Sealand





Customer Contact Directory:

- Import CS Ph.import@sealandmaersk.com
- Collectors PH_SAS_Finance@maersk.com
- Finance (payment and OR) Philpaymentsinternational@sealandmaersk.com
- For Official Receipt/Finance clarification: (02) 8 689-9090
- For Customer Service:

Trunk Line: (02) 8271 2679 Toll Free: 180011102912



Import Process

Shipping has never been this easy

Kindly watch our import video: https://vimeo.com/389384028





ETA Notification sends you proactive notifications via e-mail depending on your preference - no more wasted time in having to call or e-mail us for updates!

Here's how to enable Web ETA Notifications



ETA Notification

Do more with www.sealandmaersk.com

Arrival notices are system generated and these are being sent to the email address of the consignees 24 hours prior vessel arrival.

Ways to check Arrival details:

Website: www.sealandmaersk.com

Here's how to:

1. Go to sealandmaersk.com

2. Click Track your shipment, first box picture on the left side. Then choose ASIA

3. Encode the BL number, shipment number or container number in the TRACKING RESULT portion. Click Search.

- 4. Click Show Details on the right side of the page to view the detailed shipment status.
- 5. Click Print Result, beside the Public Tracking Result, to view the PDF file of the arrival details.
- 6. For import registries/Tagging time, go to https://www.sealandmaersk.com/local-

information/philippines/import and select the port from Import Vessel Information. Kindly use the vessel voyage of the transshipment port shown in the Show details page. Packaging code is always NE in manifest. Rider manifest and BL Nature code should be submitted on time.

Please check registry details from our website sealandmaersk.com or you may chat with Seabot (our new FB based source of information) for registry information:

Here's how to (Seabot):

- 1. Go to Facebook and search Seabot Philippines
- 2. Click Send Message

3. Type Hi and initially provide phone # (mobile or landline) for customer checking (for first message)

4. Type "Registry"

5. Reply to prompt questions of Seabot: Discharge Port, Voyage Number, and Import Vessel (Please ensure correct info is provided to ensure that correct registry will be provided by Seabot)

Import Registries/Tagging Time: https://www.sealandmaersk.com/local-information/philippines/import/





Ways to check Arrival details:

Seabot via Facebook messenger

Here's how to (Seabot)/Estimated Arrival:

- 1. Go to Facebook and search Seabot Philippines
- 2. Click Send Message

3. Type Hi and initially provide phone # (mobile or landline) for customer checking (for first message)

4. Type Arrival of "BL"

Here's how to (Seabot)/Actual Arrival:

1. Go to Facebook and search Seabot Philippines

2. Click Send Message

3. Type Hi and initially provide phone # (mobile or landline) for customer checking (for first message)

4. Type Arrival/ Departure of "Vessel Name"

5. Reply to prompt questions of Seabot: Vessel Name, Voyage Number,

and Port (Please ensure correct info is provided to ensure that correct

registry will be provided by Seabot)



ETA Notification

Do more with www.sealandmaersk.com

Ways to check Arrival details:

Viber

Scan QR Code!





Do more with www.sealandmaersk.com

HOW TO GET YOUR INVOICE



Through Email sent to Consignee

- Invoice is automatically sent directly to consignee's email address.
- To update the email address of your account, please send a request to
- PH_SAS_Finance@maersk.com.

Through My Finance (Website)

- Log in to your account
- Click the My Finance Tab at the top of the homepage
- Input your BL number and click search
- Click on the PDF file icon at the right corner of the BL number to download the invoice

For the latest import local charges, please check this link : Import - <u>https://www.sealandmaersk.com/local-information/philippines/import</u> Export - <u>https://www.sealandmaersk.com/local-information/philippines/export</u>



Do more with www.sealandmaersk.com

HOW TO GET YOUR INVOICE





<u>2)</u>

SEALAND

Documentation

Submit Shipping Instructions Approve Verify Copy Print Bill Of Lading Print Waybill Submit VGM Order Bill of Lading Form Tasks Payer Standing Instructions

Shipments

Shipment Overview - Export ETA Changes Notifications Remote Container Management Shipment Overview - Import All Inbound

MyFinance

Make payments electronically and view your invoices and accounts



For the latest import local charges, please check this link : Import - <u>https://www.sealandmaersk.com/local-information/philippines/import</u> Export - <u>https://www.sealandmaersk.com/local-information/philippines/export</u>



Do more with www.sealandmaersk.com

HOW TO LOG A DISPUTE

- 1. Log-in to sealandmaersk.com
- 2. Click MyFinance
- 3. Search for the Bill of Lading number
- 4. Look for the Action Column
- 5. Click the Text Icon
- 6. Indicate dispute concern in the Comment
- 7. To attach any documents as reference, click Choose File and then Upload.
- 8. Fill-out the ff information: Name, Email, Contact Number, Alternate Email (if there's any)
- 9. Click Send to submit the dispute concern

Inspine No.	Invoice Date	Date	-	Second to	Open 1	
	167-2020	Aug.264020	-			
Renna		Annest	Reference			_
Y	0					
Comment:						
Please euter your com	neut, preferably in Luglick		110	-		
			Name:			
			Email	-		
			Contact Numi	iet:		
			Alternace Emi	ail:		
-	1					
Append File (Permitte	d Total Size: 4 MB):			Tiles to	be Attached	
Choisse Tile No fi	le chosen.					
Tielead						



Do more with www.sealandmaersk.com

Bank Payment

Freight Payment Through BDO

- 1. Accomplish the payment form with below details (orange slip).
 - a. Company Name:
 - MCC Transport Singapore (International Shipment)
 - b. Date: Specify Date of Payment
 - c. Institution Code:

0430 (International Shipment)

- d. Subscriber's Account Number: BL Number
- e. Subscriber's Name: Payer's Name
- 2. Send the validated payment slip to <u>Philpaymentsinternational@sealandmaersk.com</u> with email subject "Freight Payment for BL xxxxxx "
- 3. Official receipt will be provided within 2 hours.

Demurrage Through BDO

- 1. Accomplish the payment form with below details (orange slip).
 - a. Company Name:

MCC Transport Singapore

- b. Date: Specify Date of Payment
- c. Institution Code:

0430

- d. Subscriber's Account Number: BL Number
- e. Subscriber's Name: Consignee's Name
- Send the validated payment slip to <u>Philpaymentsinternational@sealandmaersk.com</u> with subject "Demurrage Payment for BL xxxxxx"
- 3. Official receipt will be provided within 2 hours. Classification: Public

Please do not include ph.import@sealandmaersk.com



Please do not include ph.import@sealandmaersk.com

Do more with www.sealandmaersk.com

Bank Payment

Freight Payment Through UnionBank

- 1. Please ask for a payment slip of Maersk in the bank counter.
- FYI on new company name to be used in MC for Unionbank only : Sealand Maersk Asia PTE LTD 2. Send the validated payment slip to <u>Philpaymentsinternational@sealandmaersk.com</u> with email
- subject "Freight Payment for BL xxxxxx "
- 3. Official receipt will be provided within 2 hours.

Demurrage Through UnionBank

- 1. Please ask for a payment slip of Maersk in the bank counter.
- 2. Send the validated payment slip to

Philpaymentsinternational@sealandmaersk.com with subject "Demurrage

Payment for BL xxxxxx"

3. Official receipt will be provided within 2 hours.



Payment Proces

Do more with www.sealandmaersk.com

Payment via Online Fund Transfer

This is the most convenient and safest option for you! You may wire your payments by using the online payment facility of your bank.

Not yet registered? You may register by clicking the links below. You may also download the BDO, BPI and UnionBank apps via PlayStore or Apple Store.

BDO: <u>https://www.bdo.com.ph/support-topics/iii-internet-banking-getting-started/how-do-ienroll-bdo-internet-banking</u>

UB: https://online.unionbankph.com/online-banking/register

BPI: <u>https://www.bpiexpressonline.com/p/1/16/how-to-enroll-in-bpi-express-online</u>

If you already have a BDO, BPI or UnionBank mobile apps or online accounts, you may simply login then select Fund Transfer or Money Transfer then put the MCC Transport Singapore. Account numbers below. When done, please email screenshot of your transaction to Philpaymentsinternational@sealandmaersk.com (International).

Collection Account	Currency Account	MCC Transport Singapore	SWIFT BIC
UCRO	PHP	030-272165-042	HSBCPHMM
пзыс	USD	031-040652-901	
200	PHP	661376044	BNORPHMM
BDO	USD	100661359662	
-	PHP	001623-0299-44	BOPIPHMM
BPI	USD	001624-0085-68	
Harris Bards	PHP	000-590071-920	UBPHPHMM
Union Bank	USD	130-590014-823	



e-Delivery Order (e-DO)

Do more with www.sealandmaersk.com

GETTING YOUR DER PRRP AS EASY AS Pay At the bank and send us a copy of your deposit slip Release Receive the e-DO in your ominated e-mail addresses Print Print Re-DO and present with the ER at the terminal

Electronic Release of Delivery Order for Seaway Bill Shipments.

Secure your Delivery Order without having to go to an SEALAND office!

If booking is under OBL, it must be surrendered one day prior request of EDO. Please make sure OBL has company stamp or signature of authorized person from consignee and type written information containing the following:

- 1. Name
- 2. Position
- 3. Consignee

If above are not met, we will not accept OBL.



Requirements to be sent:

- 1. Authorization letter from consignee,
- 2. Bl copy,
- 3. Official Receipt

Email : ph.import@sealandmaersk.com for EDO issuance and web.

Guarantee letter and validity date of release is needed for SOC containers.

For authorization letter format, kindly follow below step: > open www.sealandmaersk.com

> go to local information, choose Philippines

> Under Shipping in Philippines, choose More > Templates

> Under Templates category, download <u>eDO Single Transaction</u> <u>Authorization Letter (Intra-Asia)</u>

or try to encode https://www.sealandmaersk.com/localinformation/philippines/more



Delivery Order (e-DO)

o more with www.sealandmaersk.com

Website: www.sealandmaersk.com

					SOLUTIONS	SCHEDULES	GLOBAL COVERAGE	LOCAL INFORMATION	¢
1-5 days	U	Ser days	U	Departing	Arr	iving	Submit VGM		0
3-7 days	0	Over 7 days	D	in the next 7 days	in th 7 c	le next days	500111 400		0
1	View all e	ta changes		View	all shipments		View	pending tasks	
Import dem	urrage (Beta)		Delivery Order			🗂 Import Carrie	er Haulage	
View information on demurrage		Place delivery order request for a shipment.		Next deliveries					
	B/L number		B/L number		Sorry, we currently can't find any containers with tracking available.				
B/L number							the second and the		





e-Delivery Order (e-DO)

Do more with www.sealandmaersk.com

Website: www.sealandmaersk.com

How to request Delivery order by Forwarder/Agent

1. To get started, Log in to <u>www.sealandmaersk.com</u>

2. Start the journey by updating Booking number and clicking request delivery order

3. Authorization and Contact Information - Upload applicable Letter of Authorization, Email, and Contact number

4. Choose Haulage Mode - Once uploaded you can continue your journey by clicking on the 'Request Delivery order' button. You can select the haulage mode as applicable

5. Haulage details - Update haulage details like Release to, Date & Time, Any special Haulage instructions

6. Haulage details - Update details, Where DO is required, Payer details
7. Once all details are provided you can submit the request which will come to our Customer Service team

8. Once party is selected and submitted it will be sent to our CustomerService team for processing and you can view same in support for status9. At last, it will show the case how will look in Case management



e-Delivery Order (e-DO)

Do more with www.sealandmaersk.com

Website: www.sealandmaersk.com

Challenges	Workaround
	1. Can still request DO thru email.
	2. Attached screenshot that indeed they already register thru website but still pending for the approval.
Registration in process	3. Send email for DO request to ph.import@sealandmaersk.com
	Subject: DO Request due to registration in process BL#
	2. Attached screenshot for the website error together with the LOA, OR and BL copy.
website error	3. Send email for DO request to
	ph.import@sealandmaersk.com
	Subject: DO Request due to website BL#
	1. Contact Collection team to lift the hold order from
	and highlight).
	2. Send a confirmation email to
	ph.import@sealandmaersk.com using this short
Hold shipment but has DO request made thru website	template:
	Subject: SSDO Lifted Hold Order BL#
	Content:
	collection team
	o Your case number with their SSDO request.
	1. Send email to ph.import@sealandmaersk.com
	using this short template:
	Subject: SSDO (Requirement Missing) BL#
Incomplete Requirements but DO request made thru	
website	Content:
	o Indicate that you already requested SSDO and provide
	case ID received when submitted

Missing requirement

Cl





Click Detention tab to view the details since we are applying a combined Demurrage and Detention freetime.

You may change the date to your preferred date of empty return to our depot to view detention charges

Shipment: 911087667			FROM(City, Country/Regio		an) TO(City, Country/Region) → J. Manila, PH 4 September 2020		
Demurrage Detention	ays details				_	_	
You' can select a new 'Empty return date' t	to view detention	tharge applicable (as per	the cont	vact/ standard tariff). 🛞 E	mety return location		
Containers	Free Days	Last Free Date		Empty return date	Chargeable days	Detention price Days X Rate	
MNBU0032110 40 Reefer High Foodstuff, nos. non-frazen	14 days	18 Sep 2020 🕜	-	25 Sep 2020 😁	7 nays 🕢	PHP 55,000:00 A	
SUDU1192930 20 Reefer Standard Foodstuff, nos. non-frozen	14 days	10 Sep 2020 🕥		25 Sep 2020 🗐	₹days ()	PHP 28,000.00 A	



Since Sealand has multiple depots for container pull out and return, we are updating our depots on our website to ensure that you get the latest information and be accommodated when you return or pull out containers. Please ensure that you get the latest depot updates before pull out of container

Website:

- 1. Encode <u>www.sealandmaersk.com</u> in the address book.
- 2. Click Local Information
- 3. Search Philippines
- 4. Select Intermodal > Depot Update for Empty Return



or you may input the link

https://www.sealandmaersk.com/localinformation/philippines/intermodal in the address book to direct you to the depot updates.



Empty Container Return

Do more with www.sealandmaersk.com

Facebook Messenger: Seabot Philippines

- 1. Here's how to (Seabot) on Facebook messenger:
- 2. 1. Go to Facebook and search Seabot Philippines
- 3. 2. Click Send Message
- 4. 3. Type Hi and initially provide phone # (mobile or landline) for customer checking (for first message)
- 5. 4. Type "Depot" and check provided depot update for the day

Note: We don't collect container deposit. Thank you

For preadvise for empty return: kindly email **only** phpreadvise@maersk.com



For empty returns to ATI/MIP/MICT, kindly send a pre-advise request to Phpreadvise@maersk.com and wait for his confirmation before returning the container/s to avoid penalty charges at the terminal.



Depot Update PRLI ONE STOP

Effective September 1, 2020:

ONLINE EIR ONLY.

EIR (Equipment Interchange Receipt) will no longer be physically issued in the depots. Instead, you can access your EIR's online at http://cy.truckit.online/OnlineEIR

ONLINE PAYMENT ONLY.

Payments should be made online for all depot transact ions. We accept credit card, PayMaya, GCash and bank deposit. A Hazard Fee of Php500.00 will be collected for cash transactions.

CONTACT TRACING PRE REGISTRATION.

All drivers and helpers are required to pre register their health declaration online at http://cy.truckit.onlin e/HealthDeclaration prior to transacting in the depots.

Truck crew will no longer be allowed to leave their trucks. A Hazard Fee of Php1,000 will be collected for on site registration.



STEP 1: LOG IN

Log into <u>http://cy.truckit.online</u>. Complete and submit form by Trucker, Forwarder, Broker or Consignee at least 1 hour prior truck arrival in the container depot.

Please remember the following: 1. Do not send cash with your driver and beloer when

- tracking in our depot
- We do not tolerate tipping in our depots
 We operate 24/7 with no
- We operate 24/7 with no additional fees.



Driver and helper will not dismount truck in the depot. Checker will provide official receipt to driver and direct driver to corresponding area in the depot.



STEP 3: UNLOADING Truck will proceed to respective designated areas in the depot. Equipment will dismount contrianer from truck. There will be no container inspection on truck.

You can view your EIR online at http://cy.truckit.online using the following details:). Container Number 2. Any of the following: OR Number, plate number of truck in preadvise, or transaction date.



Thank you for your cooperation! See you again in our terminals.



Should you need additional information, please call:

Arvin Sison	0918.807.4343	arvin.sison@logisticsphilippines.com
Michael Cardenas	0918.807.5151	michael.cardenas@logisticsphilippines.com
Cherry Lacson	0939.998.8999	cherry.lacson@logisticsphilippines.com
Bennett Go	0939.998.8899	bennett.go@logisticsphilippines.com





Do more with <u>www.sealandmaersk.com</u>

- > Learn about SEALAND's company history, philosophy and general information
- > Review our Products & Services
- > Find Contact Information of our international offices
- > Track your shipment through Cargo Tracking
- > Access our shipping information (Free time, local charges, daily depot updates, vessel registries, etc.)
- > Real-time assistance on using the website through Live Help
- > Quick access to www.sealandmaersk.com

And many more!



LOGISTICS AND SERVICES

Customer Contact Directory:

- Logistics and Services Customer Service <u>DmaerskPHStandAloneProduct@lns.maersk.com</u>
- Sealand Customer Service ph.import@sealandmaersk.com

Trunk Line: (02) 8271 2679 Toll Free: 180011102912



L&S Import Process

CHB - Standalone



L&S Import Process

Trucking- Standalone







L&S Import Process

CHB and Trucking

SEALAND



Pre-Booking Checklist



IMPORTANT

Please ensure to read the Terms and Conditions of the service prior signing the quotation.

- 1. Signed quotation is required before alignment and onboarding will proceed.
- 2. Have submitted Form 2303 with TIN Number and BOC COR to our Sales for your company to be updated in our system.
- 3. For non-PEZA customers availing the CHB service, a Bank Reference Number is required
- 4. Alignment and Onboarding will be conducted to secure the needed information on the documentation, process and billing
- Go live for the 1st execution will be 2 weeks after the Onboarding date.



Onboarding Checklist

Item	Description	REMARKS
1	Commodity	
2	Mode of Shipment (Export / Import/ Domestic)	
3	Scope of Work(BKS, ED Processing, CHB, Trucking, Domestic (Port to Port, DR to DR)	
4	Volume (annually / monthly)	
5	Container Size requirements	
6	Special Equipment Requirements	
7	Weight of the cargo	
8	Booking Timelines / Special Instruction	
9	Booking cancellation	
10	Pick up location - Empty Pull Out	
11	Delivery location	
12 Truck Positioning at Client Warehouse		
13	Warehouse Requirement	
14	Warehouse Operating Hours	
15	Loading turnaround time	
16	Parking Space	
17	CHB Vendor	
18	Documents Needed	
19	Other Truck Requirements	
20	Free Time for Trucking	

Onboarding Checklist

Item	Description	REMARKS
21	Empty Container	
22	Billing Requirements (E-Billing/Hard Copy dispatch?) 1. If E-biling, please provide the email recipients. 2. If Hard copy dispatch, please provide the name of recipient (Attention To:) and the exact department and address where it should be delivered.	
23	Billing structure a. Separate receipted, adhoc & standard? b. One-time billing (all charges in one billing)?	
24	Billing Attachment (BL, CI, PL, DR/Wabill, CHB/ED Docs, PO and the likes)	
25	VATABLE or Non-VATABLE For Non-VAT, supporting docs or certificate is required	
26	Bill to Party	
27	TRUCK Vendor	
28	ACCOUNT Registration (BIR 2303)	
29	ACCOUNT Credit Terms (Check with Account Owner)	
30	Claims Process	(please see the claims process tab)
31	OTHERS	Special requirements/ Customer specifics

Inland Delivery

Timelines

Do more with www.sealandmaersk.com

Customs House Brokerage

Import	Timeline
1 - Pre-alert documents received	3 days after vessel departure at origin or 5 days prior vessel arrival at destination
2 - CDT preparation	4 days prior arrival
3 - CDT waiting approval	within 4 hours from the time CHB coordinator receives the documents from L&S CS
4 - PreSAD prepration	within 24 hours upon receipt
5 - PreSAD waiting approval	within 1 hour from the time CDT was provided to customer/it depends on the customer
6 - PreSAD approved	Immediately forward the customer's approval to the CHB coordination
7 - Waiting arrival	
8 - Waiting original documents	COO docs, but should be available 5 days prior vessel arrival
9 - Pending lodgement due to Lifting of Abandonment	
10 - For Lodgement	1 hour
11 - SAD & TAN secured	1 hour
12 - On Going Customs Processing	takes 2-3 days
13 - Pending processing with issues in Customs	takes 2-3 days
14 - For FAN	1 hour
15 - For payment of DT	1 hour, depending on the bank transmittal
16 - Receive SSDT	as soon as payment from bank is reflected in BOC system
17 - OLRS and TABS booking	once bank sends confirmation to terminal regarding the payment, OLRS is triggered. We can already proceed with the TABS booking
18 - Secured Gatepass	within 24 hours from OLRS
19 - Pending waiting delivery schedule	Depends on the customer's Request Delivery Date
20 - Cleared : Gatepass turned-over	Completed



Export Peza / Consumption

Status

Truck Booking Classification: Public 48 hours prior delivery

Billing Process

Do more with www.sealandmaersk.c

Invoicing

- 1. Billing Party is Damco Philippines, Inc
- 2. L&S Charges are subject to VAT
- 3. Invoice issuance is 5 days after completion of the service
- 4. L&S invoices consist of the following:
 - a. Standard Charges- Trucking, CHB, or both
 - b. Receipted charges
 - c. Incidental charges, if there's any





Payment Advise

Payment advise sent thru email

A. Email subject format

Subject: Customer name – Payment amount Sample: Client ABC – 150,000

B. Attachments

- B-1. If paid thru bank deposit
 - Clear copy of deposit slip showing bank validation
 - Signed WHT2307 (Withholding tax certificate)
 - List of paid invoices
- B-2. If paid via bank transfer (customer to absorb bank fee)
 - Proof of telegraphic transfer
 - Signed WHT2307 (Withholding tax certificate)
 - List of paid invoices





Receipt Issuance and Finance contact details

Issuance of Receipt

A system generated receipt will be issued to all payments received via email. In case of technical issues, manual receipt will be provided.

Finance contact details

Recipients: <u>PNQDAMOTCPH@maersk.com</u> Cc: <u>Jackilyn.reyes@maersk.com</u> <u>Chieriza.Mendoza@maersk.com</u>





Do more with www.sealandmaersk.co

Accredited Banks

- 1. BDO bills payment for Damco

 Company name:
 HSBC FAO DAMCO PHILIPPINES INC

 Institution code:
 0487

 Subscriber's Account number:
 Billing invoice reference number

 Subscriber's Name:
 Shipper/Credit party reference
- 2. BPI bills payment for Damco

Account name:HSBC FAO DAMCO PHILIPPINES INCBank:BANK OF THE PHILIPPINES ISLANDSBranch:BPI RUFINO BUILDING MAKATI CITYAccount number:PHP - 1623 0291 03

USD - 1624 0081 34

Reference number: Billing invoice reference number





Do more with www.sealandmaersk.co

Accredited Banks

3. HSBC bills payment for Damco

Account name:	DAMCO PHILIPPINES INC
Bank:	HONGKONG SHANGHAI BANKING CORPORATION
Branch:	HSBC CENTER, 3058 FIFTH AVENUE WEST
	BONIFACIO GLOBAL CITY TAGUIG
Swift Code:	НЅВСРНММ

Account number:

PHP - 000 475335 040 USD - 001 175231750

Reference number: Billing invoice reference number

Notes:

- Please issue cheque payment to Sealand Maersk Asia Pte. Ltd
- Please settle your charges by cash or Manager's check and direct deposit to above bank account
- No claims/auto-deduction allowed, it must be discussed separately through claims process
- Customer deducting withholding tax must provide fully accomplished WHT2307 for BIR compliance.
- Any payment captured between 8:30am -3:30pm can be processed within the day, anything beyond the cut-off will be process on the following working day.

Thank you!

