




MAERSK UAE

SERVICE TIMELINES

BOOKING

- 1  Booking Confirmation
Business Hour
- 1  Online Booking Amendment
Business Hour
- 8  Email Booking Amendment
Business Hour

24/48hr 

Booking for Sanction Destination
Business Hours

ONLINE CHAT

7AM - 8PM

Monday to Friday

8AM - 5PM

Saturday

COMMUNICATION

UAE Export
AE.EXPORT@MAERSK.COM

UAE Import
AE.IMPORT@MAERSK.COM

Dispute
DISPUTES@MAERSK.COM

Documentation
PNQGSCIDX@MAERSK.COM

OOG Rate Quotation
SPECIALCARGORATES@MAERSK.COM

DOCUMENTATION

- 1  Online BL Amendment
Business Hour
- 1  Paid to Release (P2R)
Business Hour
- 2  SSDO
Business Hour
- 2  DO Amendment / Extension
Business Hour
- 3  Manual BL Amendment
Business Hour
- 4  DG Booking Approval
Business Hour
- 5  Dispute Resolution
Business Days
- 8  Online SI Manifestation
Business Hours
- 8  Case Resolution
Business Hours
- 8  OOG Shipments Approval
Business Hours
- 12  Manual SI Submission
Business Hours