

Revised guidelines for Export Bill of Lading -India, Nepal and Bhutan

3rd April 2020

Dear Customer,

We would like to share our latest update on the outbreak of COVID-19 and the current status of Maersk's operations in India, Nepal and Bhutan.

General status

Our offices throughout India remain operational with all staff working remotely from the safety of their own home with adequate IT infrastructure to avoid any disruptions. We are constantly monitoring the volatile environment and adjusting our approach to ensure we can continue to keep your cargo moving.

Considering the nation-wide situation and complete lockdown pan India till 14th April kindly expect delay in services like movement of containers, DO issuance and exception handling i.e Via loadings

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Export Process updates

- A. Revised Export Bill of lading process**
- B. Shipping bills handover process**
- C. Frequently asked questions**

A. Revised Export Bill of lading process

In the wake of the recent outbreak of COVID-19 we are closely monitoring the situation to ensure the safety of our employees whilst working towards mitigating any possible impact to our customers' operations.

Keeping that in mind we have come up with revised guidelines on Export Bill of lading process to be followed pan India, Nepal and Bhutan **(these are general guidelines and we shall review them case to case basis)**

We understand that during these times, each situation is unique & hence we have updated our guidelines.

For BLs pending release

1. Please release waybills where possible , you can also opt for Sea way BL while filling the shipping instructions
2. You can also print the Negotiable Bill of lading on Maersk stationary via Web printing however we recommend you not to take the print in the current scenarios
3. Alternatively, we can print the Negotiable Bill of lading on a dummy printer and perform "telex release" basis your instructions at no additional cost to you



Negotiable BL's already printed

1. **If you have an existing Web BL agreement with Maersk**, then we have an option of revising it to Seaway Bill of lading or do a Telex release. Please reach out to in.export@maersk.com or respective CS representative.
2. Alternatively, all our Major counters are open pan India with revised timelines from **10:00 am to 2:00 pm** where we continue to accept Original Bill of Lading related documents for Telex release

If you are not a Web BL customer **AND** In case you cannot surrender Original Bill of lading due to various reasons **OR** are a Web BL customer and require a telex release, the options available are outlined below. Please note that this is only applicable until contingency situation:

Scenarios	Documents required	How they need to be sent to us
Negotiable Bill issued, stuck with export or import bank	- Letter of Indemnity(No bank guarantee-Refer LOI-1) - Bank letter (standard template attached) - Scan copy of the original bill of lading	1) Scanned colour copy of the template document on bank letterhead and signed and emailed directly to us at in.export@maersk.com 2) Colour Scan copy of one copy of the original BL front and back page 3) Colour Scan copy of the LOI on customer's letterhead - to be signed and stamped
Negotiable Bill issued, stuck with shipper	- Letter of Indemnity with Bank Guarantee(Refer LOI- 2) - Scan Copy of the original BL We have further relaxations on Bank guarantee requirements for our existing credit customers & trade finance customers	1) Colour Scan copy of one copy of the original BL front and back page 2) Colour Scan copy of the LOI on shipper's letterhead - to be signed and stamped and endorsed by the bank
Negotiable Bill issued in - transit	- Letter of Indemnity with Bank Guarantee(Refer LOI-2) - Courier Airway BL Number & Company Name We have further relaxations on Bank guarantee requirements for our existing credit customers & trade finance customers	1) Courier Airway BL Number & Courier Company Name 2) Colour Scan copy of the LOI on shipper's letterhead - to be signed and stamped and endorsed by the bank Courier company email: Should be an email outlining that they have possession of Courier BL no XXX from company YYY which cannot be delivered due to the COVID-19 situation

Note: The template for the Letter of Indemnity (LOI) is attached separately as a word file along with the advisory.

If the above examples do not cover your situation, please contact our teams as per the contact details given below and we will be happy to find a suitable solution.

Once the situation is back to normal, that is movement restrictions are lifted for a country, you would need to:

- Return the full set of original bills of lading to us within 21 days OR
- Provide the original Letter of Indemnity + Bank guarantee to our offices

Failure to do this would lead to hold cargo for future shipments

B. Shipping bills handover process

1. West India

Location	Shipping Bill Acceptance process
Nhava Sheva	Pls fill up the below format and submit with visible scan copy of shipping bill to below Email ID with subject tag "SB Scan copy Submission SB No # XXXXXXXX". mskscandocs@gmail.com

Nhava Sheva format: In case of any issues with the formats please reach out to customer service team.

Sr.No	Container No	Container Size	Booking No	Shipping Bill No	Shipping Bill D	LED Date	Issued Date	Line Code	POL	Gate In POD	FPD	Location	LDTG	Total No Of Containers	Name & VExporter Name	CHA Name	Cargo Desc	Category	UN No	Class	Refer Temp	In Yard Remarks For Line Remarks Only	Time For Line Remarks Only
Eg.	123E+09	20	123E+09	XXXXXX	XXXXXXXX		XXXXXXXX	MSK				LOME	INMUN	1	K GUAYAB	ABC Export	ABC	ABC					

2. North India

Location	Shipping Bill Acceptance process
Mundra	1.Form – 6 issuances : Only through ODEX 2.Pls fill up the below format and submit with visible scan of shipping bill to mdrmsk@mastergroups.com with subject tag "SB Scan copy Submission SB No # XXXXXXXX".
Hazira	1.Pre- advise process as usual via email. 2.Pls fill up the below format and submit with visible scan of shipping bill to below Email IDs with subject tag "SB Scan copy Submission SB No # XXXXXXXX". mmshzr@mastergroups.com mmshzrpre@mastergroups.com mgrhzh@mastergroups.com
Pipavav	1.Form –13 issuance : Only through E-Form13 2. Pls fill up the below format and submit with visible scan of shipping bill to mmsspvmask@mastergroups.com with subject tag "SB Scan copy Submission SB No # XXXXXXXX".
ICD's	1.You need to submit the TR with below documents (Booking COPY / VGM COPY / Shipping Bill COPY) 2.Please fill up the below format and share the details of the Shipping Bill or TR on maersktr2020@gmail.com only. You have to Choose Shipping Bill no and Date for Subject Line 3.In case any missing documents or discrepancy the MMS/Surveyors will reach out to you via same email 4.TR SUBMISSION TIMING for Customer – 1000 HRS to 1700 HRS (MONDAY to SATURDAY). TR will not be accepted post 1700 HRS Note: In case you have already sent out one please resend with the above documents once again(in below ICD format)

Note: Request you not to call MMS/Surveyors for the acknowledgement receipt. They will revert on the email. In case of any issues with the formats please reach out to customer service teams.

Mundra format:

Sr	Container No.	Container Size	Booking No.	Shipping Bill No.	Shipping Bill Date	Submission Date to Line	Line Code	FPD	Location	LDTG	Total No Of Containers in SB	Vessel Name & Voy Code	Exporter Name	CHA Name	Cargo Desc	In Yard Remarks For Line Remarks Only	Time For Line Remarks Only
Eg	MSKU1813871	20	9.7E+08	5325232	03/07/2019	08/07/2019	MSK	LOME	INMUN		1	AERSK GUAYAQUIL-012	NISAN EXPORTS	EKATA SHIPPING AGENCY	DYED AND PRINTED POLYESTER FABRICS		
Eg	CAIU4342371	40	5.8E+08	5228328	29/06/2019	04/07/2019	SCL	DAKAR	INSGF6		2	DUMMY-99	S FOOD INDUSTRIES	GAURANG LOGISTICS PVT LTD	SUPER SANDWICH BISCUITS ORANGE		

Hazira format:

Sr	Container No.	Container Size	Booking No.	Shipping Bill No.	Shipping Bill Date	LEO Date	Submission Date to Line	Line Code	POL	Gate in POD	FPD	Location	LDTG	Total No Of Containers in SB	Vessel Name & Voy Code	Exporter Name	CHA Name
Eg	MSKU1813871	20	9.69E+08	5325232	03/07/2019		08/07/2019	MSK				LOME	INMUN	1	AERSK GUAYAQUIL-012	NISAN EXPORTS	KATA SHIPPING AGENCY
Cargo Desc		Category	UN No	Class	Refer Temp	In Yard Remarks For Line Remarks Only	Time For Line Remarks Only										
DYED AND PRINTED POLYESTER FABRICS																	

Pipavav format:

Sr	CONTAINER	SIZE	BOOKING	FIRSTPOD	FINALDESTINATION	ICD / LOCAL	AGENT	R/C DATE	LDTG	S/BILL NO	S/BILL Date	ROTATION	VESSELNAME&VOY.NO	S/B/DATE	LEO DATE	LEO NO	VGM/WEIGHT
Eg	MIEU2004966	40	910343726	PORT SAID	BARCELONA	INPPVTM	MSK	11.03.20		2000784		190182	8LF/013W	09.03.20	11.03.20	1/7	18920

ICD format:

Sr	Container No.	Container Size	Booking No.	Shipping Bill No.	Shipping Bill Date	LEO Date	Submission Date to Line	Line Code	POL	First POD	Final Destination	Location	ICD/LOCAL	LDTG	Total No Of Containers in SB	Vessel Name & Voy Code	Exporter Name
1	MSKU1813870	20	969381739	5325232	03/07/2019		08/07/2019	MSK			LOME	INMUN	INLT4TM	1		MAERSK GUAYAQUIL-012W	NISAN EXPORTS
2	CAIU4942374	40	583071725	5228328	29/06/2019		04/07/2019	SCL			DAKAR	INSGF6		2		DUMMY-99	S.S FOOD INDUSTRIES
2	MRKU4942374	40	583071725	5228328	29/06/2019		04/07/2019	SCL			DAKAR	INSGF6		2		DUMMY-99	S.S FOOD INDUSTRIES
CHA Name		Cargo Desc		VGM WT in KGS	Category	UN No	Class	Refer Temp	In Yard Remarks For Line Remarks Only	Time For Line Remarks Only							
EKATA SHIPPING AGENCY		DYED AND PRINTED POLYESTER FABRICS		18920													
GAURANG LOGISTICS PVT LTD		SUPER SANDWICH BISCUITS ORANGE															
GAURANG LOGISTICS PVT LTD		SUPER SANDWICH BISCUITS ORANGE															

3. South & East India

We continue with the same process as followed till date of submitting the Shipping Bills

C. Frequently asked questions:

Q.1. Can we amend the BL type from Negotiable to Seaway bill if OBL set is not printed?

A. We will need to check with destination prior making any changes to BL type.

Q.2. If I am working from home and do not have my company letterhead with me, can I send the LOI on word/PDF on a blank page with signature?

A. No. we need the signed and stamped Letter of Indemnity(LOI) that is printed on your company's letterhead.

Q.3 Can I submit the signed LOI without company STAMP?

A. No. both Stamp and signature are required

Q.4 Can I use any document scanner available in smart phone to scan the documents. Example : CM SCANNER?

A. Yes, for the interim you can use any color scanned document.

Q.5 Does the LOI need to be given only from the shipper?

A. Ideally the signed and stamped LOI is to be given by the Shipper, however any party to the shipment can give the LOI.

Q.6 Can the customer send us an email from their official email id instead of a signed LOI?

A. No. We need signed and stamped LOI scanned copy on the customer's letter head.

Q.7 Can Maersk provide me new BL stationary during this contingency?

A. We cannot provide you any new BL stationery in the interim.

Q.8 If OBL is currently with the bank then how should I proceed with Telex release?

A. We need the LOI without bank guarantee(LOI-1), Bank letter emailed to us and scan color copy of original BL for Telex release.

Q.9. Can we have an LOI covering multiple Bills of Lading?

A. Yes . you can mention multiple BL numbers on the LOI.

Q.10. Can I submit a LOI in local language?

A. No, it needs to be in English as per the template shared.

Q.11. Will the Amendment fee be still applicable for change of BL type?

A. As a goodwill gesture there is no amendment fee during this contingency.

Q.12. Will the line handover the Bank guarantee as soon as the BL is received?

A. As soon as you submit the original BL to our office, LOI and Bank guarantee will be null and void.

Q.13. Do we still need Bank Guarantee when bank is not party in bill of lading?

A. Yes

Q.14. Can I surrender the OBL at the counter without shipper endorsement?

A. Yes however all 3 sets of OBL need to be surrendered.

Contact details(For reefer related and special cargo kindly reach out to your respective teams)

	Primary email ID	Toll free number	Export Manager	Export manager Email ID
North India	in.export@maersk.com	1800-419-1633	Hansleen Bhalla Karan Sabharwal	Hansleen.bhalla@maersk.com Karan.sabharwal@maersk.com
West India		1800-200-1645	Disha Buddhadev/Jayprakash Udayan	Disha.buddhadev@maersk.com Jayprakash.udayan@maersk.com
South India		1800-419-9795	Hemalatha R	Hemalatha.R@maersk.com
East India		1800-419-9121	Tejas Suvarna	Tejas.Suvarna@maersk.com

We are in constant communication with our customers to optimize the deployment of available resources. Rest assured that we are making every effort to maximize our capacity to support your needs. Should you have any concerns and/or queries, please feel free to contact your Maersk local representative.

Sincerely,
Maersk