



Customer Advisory

Coronavirus update

Dear Valued Customer,

We would like to offer you our latest update on the outbreak of Novel Coronavirus in the Hubei province and any impact to Maersk's operations in Greater China.

General Status

For the majority of Mainland China, staff and operational status remain the same with Maersk operations including Terminal, Warehousing, Depots, Offices and other facilities except Wuhan continuing to operate uninterrupted. We further refer to the advisory dated 27th of January:

<https://www.maersk.com/news/articles/2020/01/27/novel-coronavirus-update> .

Network - AE7 and AE15 blankings announced

As we see a further reduction in demand due to the extended holiday period, we have announced on Friday 31st January blankings of our AE7 and AE15 starting Westbound in week 6 and week 7, respectively. [More information here](#)

We continue to monitor the situation and assess any further network capacity adjustments. We will update you as soon as any decision is made to change our network.

Holiday Extensions

In line with below work resuming dates, our Customer Service teams are working on an extended on-duty plans together with respective account teams in collaboration with our customers to mitigate any potential impact to our customers' cargo plans.

2020 Post-CNY Work Resuming Date



Maersk Spot bookings

All amendment fees will be waived for any Spot booking with an ETD from 1 – 29 February 2020 (inclusive), leaving from any port in Greater China (incl. mainland China, Hong Kong, Taiwan). This fee waiver is applicable to:

1. change of vessel voyage (new sailing date before 30 April 2020, subject to availability)
2. change of Place of Receipt (POR) or Place of Delivery (POD)
3. change of equipment size/type

Cancellations will follow the standard Spot terms & conditions.

Extended export (exports from China) payment free time (Maersk, Safmarine & Sealand Ocean business)

Late payment fee will be exempted from calculation during extended holidays.

Invoicing and Payment (for payments made in China)

During the extended holiday, Chengdu Finance will send invoices/debit note to customer via email per local government released holiday notice. The related dunning process will be continued upon regular working schedule resumption.

We have arranged staff On Duty during 1 – 9 February to ensure bill and cargo release on time and other urgent tasks. During the extended holiday, the Chengdu Finance telephone hotline remains suspended. Please contact for related business via email.

Import (imports to China) Demurrage & Detention (DnD) calculation exceptionally skipped

As communicated in the 30 January advisory, we will exceptionally skip the import combined DnD calculation (port storage is not included) from 27 January to 9 February.

Please rest assured that we will keep you updated of any changes to the current situation. Should you have any concern and/or queries, please feel free to contact your Maersk Local Representative.

Sincerely,
Your Maersk Team



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