
CUSTOMER ADVISORY

February 13, 2018

Maersk Line North America Trucking Update and Inland Tariff Change

Dear Valued Customer,

The trucking market in the United States continues to face challenges due to a capacity shortage. These challenges are impacting Maersk Line's ability to deliver cargo on time for store door services. Delays due to adverse weather are also increasing pressure on an already-stretched market, resulting in a longer recovery time.

We've outlined some of the key challenges contributing to the current situation:

- A healthy U.S. economy has contributed to a nationwide shortage of drivers
- A December 18, 2017 U.S. federal mandate for implementation of ELD (Electronic Log Data) has impacted driver productivity
- Congestion at terminal and rail ramps has further limited maximum productivity during drivers' work hours
- Increased street dwell has reduced chassis availability
- Space constraints have led to U.S. rail ramps limiting free time allowances
- An overall increased risk for demurrage, storage, and detention due to capacity shortages

Despite the above challenges, Maersk Line remains committed to delivering as your single partner from end to end. Our commitment to you is to act as a true partner in defining the new normal within the current trucking landscape and to remain agile as it evolves. **In order to secure our promise to deliver against your store door needs, we will introduce an increase to our inland tariff, effective March 14, 2018.**

Maersk Line offers the following suggestions to aid in mitigating delivery delays:

- Ensuring final delivery locations are ready to receive drivers to limit waiting times
- Offering flexible receiving times at warehouse locations
- Clearing cargo at port of discharge vs. Inland CY location, allowing for additional lead time to secure truck power
- Submitting freight & Original Bill of Lading (OBL) in a timely manner to mitigate processing delays
- Submitting complete, timely delivery orders to Maersk Line via deliveryorder@maerskline.com to allow ample time for confirming truck power
- Utilizing rail product offerings to minimize trucking needs where capable

Despite the operational constraints presented in the trucking market, you have our commitment to strive for compliance with your booking requirements. We will continue to

actively monitor the situation and provide timely updates on changes that may impact your supply chain.

Remember, we are committed to remaining your one partner in providing end-to-end solutions. We've got you [covered from door to door](#).

We would like to take this opportunity to say thank you for doing business with us. As the world's leading shipping company, we strive to be your reliable shipping partner, propelling your business forward and supporting your growth ambitions.

If you have any questions, please feel free to reach out to your local sales or customer service representative. You will find contact details of our local offices on [maerskline.com](#).

If you wish to place a booking you can always visit [my.maerskline.com](#).

Sincerely,
Your Maersk Line North America Team

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