

# 进口客户操作指南

海陆马士基亚洲华北区



SEALAND  
A MAERSK COMPANY

尊敬的客户,

感谢您选择海陆马士基 SEALAND - A MAERSK COMPANY!

为了让您轻松便捷地使用我们的服务, 进一步助您提升供应链端到端的效率, 我们将通过新客户简易操作指南手册为您介绍产品信息、服务指标、联系方式、网站各项功能链接、重要须知及常见问题。

海陆马士基亚洲 (Sealand - A Maersk Company) 隶属于马士基集团, 是集团旗下国际集装箱航运物流板块专注于东南亚航线的区域品牌。

在华北设有4个分公司 (青岛/连云港/天津/大连), 幅地涵盖北中国和外蒙古, 拥有10条自营航线, 每周17个挂港。在线产品Sealand SPOT和丰富的物流解决方案将为您供应链优化持续创造价值。

欢迎您关注官方微信



以获得更多即时信息。

海陆马士基亚洲华北区



在线产品Sealand SPOT

助您进一步简化供应链, 提高物流运输效率



端到端物流解决方案丰富

可满足客户供应链的多样需求

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## 联系海陆马士基进口客服

公邮: [cn.north.import@sealandmaersk.com](mailto:cn.north.import@sealandmaersk.com)

电话: 0532-80951800 转1中文 转2客户服务部 转2进口

工作时间: 09:00 - 12:00 ; 13:30 - 18:00

网址: [www.sealandmaersk.com](http://www.sealandmaersk.com)

华北主页: <https://www.sealandmaersk.com/local-information/asia/china-north>

微信公众号: 海陆马士基亚洲华北区



## 船代业务范围：到付费用开票收费，换单

目的港	船代	联系人	职能	电话	邮箱
天津	中国天津外轮代理有限公司	张维	换单	022-66706852	zhangwei@penavicotj.com
		孟繁晨	换单	022-66706853	mengfc@penavicotj.com
		丛琳	箱管	022-66706833	conglin@penavicotj.com
		郝倩倩	箱管	022-66706835	haoqq@penavicotj.com
大连	辽宁中外运船务代理有限公司	刘天一	换单	0411-82551652	liutianyi@sinotrans.com
		辛志涛	换单	0411-82551451	xinzhitao@sinotrans.com
		包硕实	换单	0411-82551645	baoshuoshi@sinotrans.com
		吴斯媚	箱管	0411-82551221	wusimei@sinotrans.com

目的港	船代	航线	联系人	职能	电话	邮箱	
青岛	青岛港国际物流有限公司	IA8/PH3/ NV1/KM2	仇桐	换单	0532-82971619	zhangtong.qgil@sdland-sea.com	
	中国青岛外轮代理有限公司	IA1/PH5/ SH2/CM3/ I88/IA2/ 432/085/ IA68	李华林	换单	0532-82916550	lihualin@penavicoqd.com lihualin@penavicoqdbl.com	
			张霞	换单	0532-82916559	zhangxia@penavicoqd.com zhangxia@penavicoqdbl.com	
			秦艳	换单	0532-82916575	qinyan@penavicoqd.com qinyan@penavicoqdbl.com	
	山东中外运船务代理有限公司	309/441/ 445/752/ 753/FW6	陈思	换单	0532-82897973	chensi@sinotrans.com	
			王晓山	换单	0532-82897751	wangxiaoshan@sinotrans.com	
			郑凯	换单	0532-82898154	zhengkai.sd@sinotrans.com	
	青岛换单船代查询请访问码头网站: 云港通网址: <a href="https://www.qingdao-port.net/">https://www.qingdao-port.net/</a>						
	连云港	中国连云港外轮代理有限公司	IA8	邹磊	换单	0518-82231756	zoul@penavicolyg.com
请联系进口客服核实		支线					

# 查询提单状态

途径1.: 微信公众号seabot [操作手册](#)

(推荐使用这个途径查询, 优点: 方便快捷/随时随地查询)

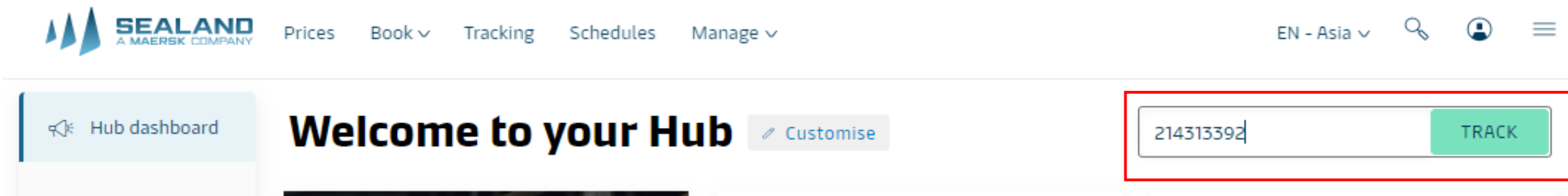
途径2.: 收货人, 通知方或者签单公司登录账号通过网站查询。

网站: <https://www.sealandmaersk.com/>



途径2.: 收货人，通知方或者签发公司登录账号通过网站查询。

第一步：登录网站，点tracking，在框中输入提单号，点击“track”



SEALAND  
A MAERSK COMPANY

Prices Book Tracking Schedules Manage

EN - Asia

Hub dashboard

Welcome to your Hub Customise

214313392 TRACK



OVERVIEW DOCUMENTS CONTAINERS PRICING LOG ADDITIONAL SERVICES

Latest event: Gate out in Qingdao, 37, CN on 30 Nov 2021, 10:17

Place of receipt Davao City on 17 Nov 2021, 20:00	Port of loading Davao City, PH Departing 17 Nov 2021, 20:00	Port of discharge Qingdao, 37, CN Arriving 28 Nov 2021, 19:00	Place of delivery Qingdao on 28 Nov 2021, 19:00
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Original transit time 10 Days | Status: **Delayed 3 Days**  
Transport plan change reason: **There was a change in the vessel schedule, which impacts the arrival date/time of your shipment at destination.**

[View detailed transport plan](#) All dates/times are given as reasonable estimates only and subject to change without prior notice.

Shipment no. 214313392

Booking Date	28 Oct 2021 08:13 (local time)
Contract ID	298434094
Price Calculation Date	16 Nov 2021
Cargo loaded on board	17 Nov 2021 16:46 (local time) at KTC CONTAINER TERMINAL CORPORATION
Product Type	
Service Mode	Merchant Haulage (CY) - Merchant Haulage (CY)
SSIB Reference Number	0d76ecb0-c867-404d-8f50-b3b4fdbd7949

Your export deadlines

15 Nov 2021 22:00	Container gate in
18 Nov 2021 08:00	Verified Gross Mass

**Booking actions**

- DUPLICATE BOOKING
- AMEND BOOKING
- CANCEL BOOKING

**Other actions**

- SUBMIT VGM
- B/L RELEASE
- IMPORT DELIVERY ORDER**

第二步： 点击“IMPORT DELIVERY ORDER”

第三步：BL status处显示“Bill of Lading surrendered”且 Delivery orders 处显示 Please proceed。。。。表示电放完成；如果显示其他信息请仔细阅读文字内容，会告知什么原因没有电放。

[← Back to dashboard](#)

## B/L no. 214313392

### B/L Status

Cargo release status

- Bill of Lading surrendered
- Manifest submitted to customs

Finance status

- Prepaid charges payment is completed
- Collect charges payment is completed

### Delivery orders

Please proceed to delivery order request for the containers with 'ready to submit' status.

[Request delivery order](#)

## B/L no. 214314499

### B/L Status

Cargo release status

- Bill of Lading surrendered
- Manifest submitted to customs

Finance status

- Prepaid charges payment is pending
- Collect charges payment is pending

### Delivery orders

ⓘ Origin charges are pending for this bill of lading, please contact your origin shipper and kindly arrange to settle.

# 查询船代

途径1.: 微信公众号seabot [操作手册](#)

途径2.:

青岛港: 码头网站云港通: <https://www.qingdao-port.net/>

连云港: 暂不支持网站查询, 请发公邮: [cn.north.import@sealandmaersk.com](mailto:cn.north.import@sealandmaersk.com)

天津港: 中国天津外轮代理有限公司

大连港: 辽宁中外运船务代理有限公司

# 查询进口免箱期

途径1.: 微信公众号seabot [操作手册](#)

途径2.: 请联系船代

# 查询到港时间

途径1.: 微信公众号seabot [操作手册](#)

途径2.: 登录网站 [www.sealandmaersk.com](http://www.sealandmaersk.com)

(仅支持新版IE, 或者谷歌浏览器查询, 建议登录后查询)

## 途径2: 登录网站查询 [www.sealandmaersk.com](http://www.sealandmaersk.com)

The screenshot shows the SEALAND tracking website interface. At the top, there is a navigation bar with the SEALAND logo, a menu (Prices, Book, Tracking, Schedules), and user options (EN - Asia, search, user profile, menu). The main heading is "Tracking" with a "Print" button. A search bar contains the container number "214291252" and a "Search" button. Below the search bar, there is a note: "Container number is made of 4 letters and 7 digits. Transport document number consists of 9 characters." A light blue banner says: "If you are a party on this shipment, please [log in](#) to view full shipment details." The search results are displayed in a table-like format:

Transport document number	From	To
214291252	Davao City	Qingdao

Below the table, there is a section for "MRSU5138220 | 40' Dry". It includes an "Estimated arrival date" of "28 Nov 2021" and a "Last location" of "Discharge - Qingdao, Shandong, China - 28 Nov 2021". A "Show details" button is highlighted with a red box. At the bottom, there is a footer with links: "About us", "Contact us", "Press", "Terms & conditions", "Asia", "Americas", "Shipping and Cargo Services", and "Supply Chain Services". The "About us" and "Contact us" links are highlighted with a red box.

第一步: 登录网站: [www.sealandmaersk.com](http://www.sealandmaersk.com)

第二步: tracking处输入提单号, 点search

第三步: 点击show details

如果查不到结果, 请点击[contact us](#)联系在线客服

# 查询目的港超期费收费明细

微信公众号seabot [操作手册](#)

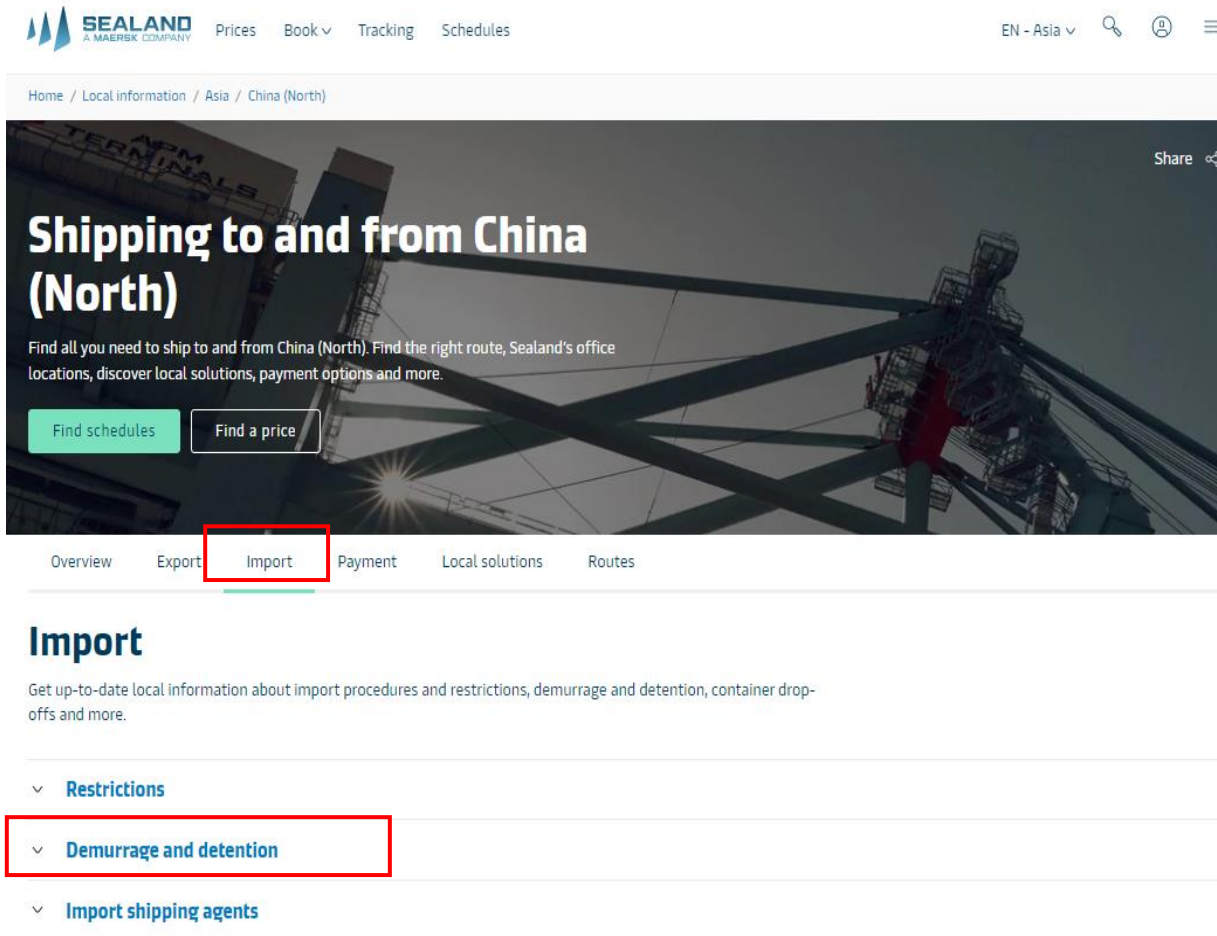
# 查询目的港超期费收费标准

途径1.: 微信公众号seabot [操作手册](#)

途径2.: 网站查询 <https://www.sealandmaersk.com/local-information/asia/china-north>



## 途径2. 网站查询



The screenshot shows the Sealand website interface. At the top, there is a navigation bar with the Sealand logo (A MAERSK COMPANY), links for Prices, Book, Tracking, and Schedules, and a language selector set to EN - Asia. Below the navigation bar, a breadcrumb trail reads Home / Local information / Asia / China (North). The main content area features a large banner with the text "Shipping to and from China (North)" and a sub-headline "Find all you need to ship to and from China (North). Find the right route, Sealand's office locations, discover local solutions, payment options and more." Two buttons, "Find schedules" and "Find a price", are visible. Below the banner, a horizontal menu includes Overview, Export, Import, Payment, Local solutions, and Routes. The "Import" menu item is highlighted with a red box. Underneath, the "Import" section is titled, followed by a brief description: "Get up-to-date local information about import procedures and restrictions, demurrage and detention, container drop-offs and more." A list of sub-sections is shown, with "Demurrage and detention" highlighted by a red box. Other sub-sections include "Restrictions" and "Import shipping agents".

第一步：登录网站

<https://www.sealandmaersk.com/local-information/asia/china-north>

第二步：

点击Import，

打开Demurrage and detention

# 开票

请发送美金发票开票申请到进口公邮 [cn.north.import@sealandmaersk.com](mailto:cn.north.import@sealandmaersk.com)

邮件标题： （提单号）+ 申请开美金发票

邮件内容格式： 提单号+开票金额+开票抬头

# 异地签单流程

异地放单费： 500CNY/票

邮件标题： （签单地港口名称） counter+单号+签单地

发送给公邮： [cn.north.import@sealandmaersk.com](mailto:cn.north.import@sealandmaersk.com)





# 常见问题解答

问题1: 发货人反馈已经电放, 但是船代网站还是正本, 这种情况怎么解决?

回答: 请标明提单号, 发送请求到进口客服公邮: [cn.north.import@sealandmaersk.com](mailto:cn.north.import@sealandmaersk.com)

问题2: 怎么查修箱费?

回答: 请直接咨询还箱场地