

OPERATIONS SOP · DRAYAGE MILESTONES

Updating Maersk Movement Milestones from NCTMS into SupplierConnect

A step-by-step guide for the operations team: read each container's actual movement dates in NCTMS, then report them on the matching Maersk transport order in SupplierConnect.



Public training example: identifying order, container, terminal, customer, and location values have been removed.

What we are doing, and why it matters



What Maersk asks from us

The Arrival and Departure times at the FINAL DELIVERY location — when our truck arrived to deliver, and when it left after delivering. (Export: arrival empty at the shipper, and departure after the cargo is loaded.)



What we do NOT enter

Terminal pick-up / gate-out times. Maersk receives those directly from the terminal — they are not our data and cannot be edited by us.



Why it matters

Accurate, timely delivery times keep transport orders moving to invoice, protect on-time performance, and clear Maersk follow-up tasks (missing arrival / container no.).

Golden rule: report the ACTUAL delivery-site times exactly as they happened — Maersk cross-checks against the terminal's own gate timestamps, so our delivery milestones must match reality.

The milestone map: NCTMS → SupplierConnect

Maersk asks us for the delivery-location timestamps only — the Arrival and Departure at the final delivery site, plus the customer appointment.

SupplierConnect field	NCTMS — where to read it	Meaning	Example
Drop-off Container → Arrival at	Container Detail → delivery leg (A5/A3) POD Time	Truck ARRIVED at the final delivery location	07/29 10:54
Drop-off Container → Departure at	Container Detail → next leg (A4/A6) Start Time	Truck DEPARTED the delivery location after unloading	07/29 11:05
Customer appointment → Date & time	Container Detail → Delivery Appt Time	The delivery slot agreed with the customer	07/29 06:00

Not our data: terminal pick-up / gate-out times are supplied to Maersk by the terminal — we do not enter them. Export: same idea at the SHIPPER (arrival empty, departure after loading) plus update the container number.

1

Find the container in NCTMS

NCTMS

Performance → CUSTOMER STATUS. Set Type = Import, Customer = MAERSK LINE, set the ETA date range, then Search.

The screenshot displays the NCTMS CUSTOMER STATUS interface. The sidebar on the left contains navigation links: DASH-BOARD, OPERATION, YARD/GATE, PERFORMANCE, EDI, UTILITIES, and CODES. The main content area is titled 'CUSTOMER STATUS' and features a filter bar with the following options: Type (Import, Export, All), Period (ETA, 07/26/2026 to 08/10/2026), Ref No, Division (ALL), and Customer (MAERSK LINE). A search button is located in the top right corner. Below the filter bar, a table of data is shown, with a callout box labeled 'SANITIZED TRAINING SCREEN' pointing to the first row.

Order No	Container No	Customer	ETA	PLC	Division
123456789	1234567890	MAERSK LINE	07/26/2026		ALL
987654321	0987654321	MAERSK LINE	08/10/2026		ALL
111111111	222222222	MAERSK LINE	08/10/2026		ALL
333333333	444444444	MAERSK LINE	08/10/2026		ALL
555555555	666666666	MAERSK LINE	08/10/2026		ALL
777777777	888888888	MAERSK LINE	08/10/2026		ALL
999999999	000000000	MAERSK LINE	08/10/2026		ALL
101010101	202020202	MAERSK LINE	08/10/2026		ALL
303030303	404040404	MAERSK LINE	08/10/2026		ALL
505050505	606060606	MAERSK LINE	08/10/2026		ALL
707070707	808080808	MAERSK LINE	08/10/2026		ALL
909090909	010101010	MAERSK LINE	08/10/2026		ALL

Locate the training row by the demo order and container number. Click Container No to open Container Detail.

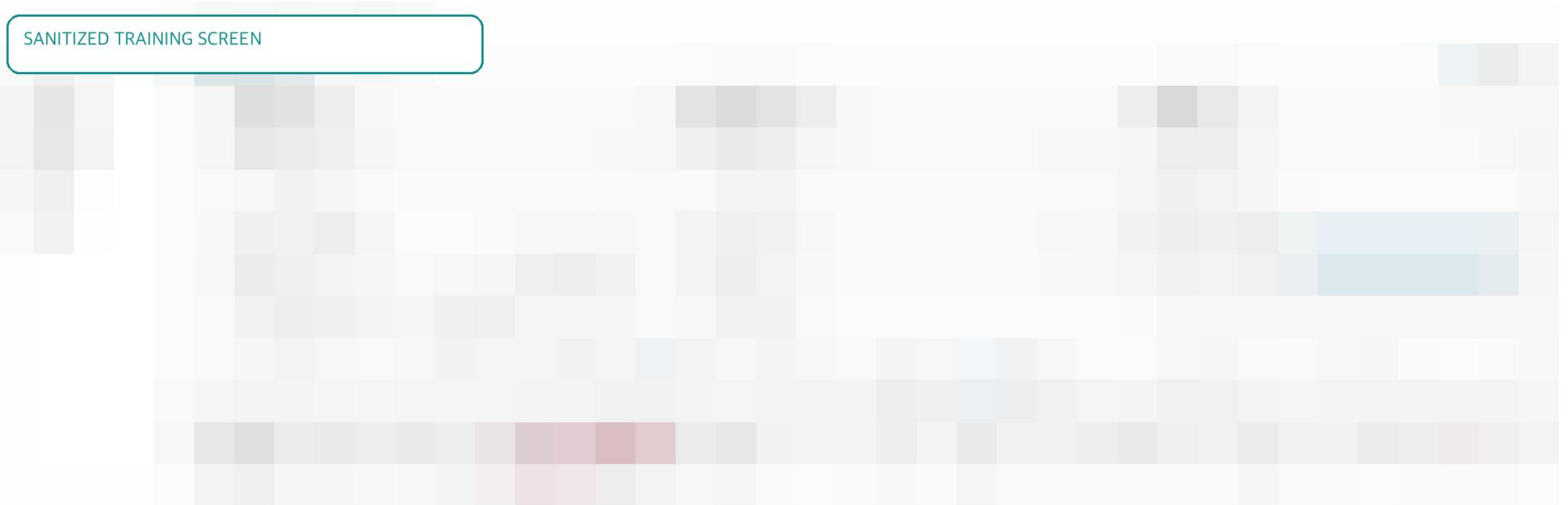
2

Open the Container Detail

NCTMS

In Customer Status, click the Container No — it opens the CONTAINER DETAIL screen (not the Master Detail). The job-leg grid at the bottom holds every leg's Start Time and POD Time — this is where the times we report live.

SANITIZED TRAINING SCREEN



The header also shows Delivery Appt Time 07/29 06:00 (→ Customer appointment). Blue box = appointment; red boxes below = the delivery arrival and departure.

3

Read arrival & departure from the job legs

NCTMS

The delivery leg (A5, or A3) → its POD Time is the ARRIVAL at the delivery site. The next leg out (A4, or A6) → its Start Time is the DEPARTURE after delivery.

SANITIZED TRAINING SCREEN



Use the delivery leg's POD Time as arrival and the following leg's Start Time as departure.

4

See what Maersk is waiting for

[SupplierConnect](#)

Log in to SupplierConnect. The dashboard Tasks show open milestone work — Actual arrival, Customer Appointment, Container number.

The screenshot shows the Maersk SupplierConnect dashboard. At the top, there's a header with the Maersk logo, 'SupplierConnect', and navigation links for 'EN', 'FAQ', 'Search', and a user profile icon. Below the header, a welcome message 'Welcome back, [redacted]' is displayed. A 'Latest News' section follows, featuring a 'Did you know?' tip about uploading proof of delivery via email, dated 'MAR 2026'. The main section is titled 'Tasks' and includes a note 'Data shown for the last 6 months only'. A 'Refresh' button is located to the right of the 'Tasks' title. Below this, a red-bordered box highlights four task counters:

Task	Count	Action
New orders	3	Accept or reject new orders
Customer Appointment	269	Add customer appointment
Container number	49	Add missing container number
Actual arrival	1285	Add missing arrival date/time

These counters fall as you complete milestones. "Actual arrival" is the movement date/time we bring over from NCTMS.

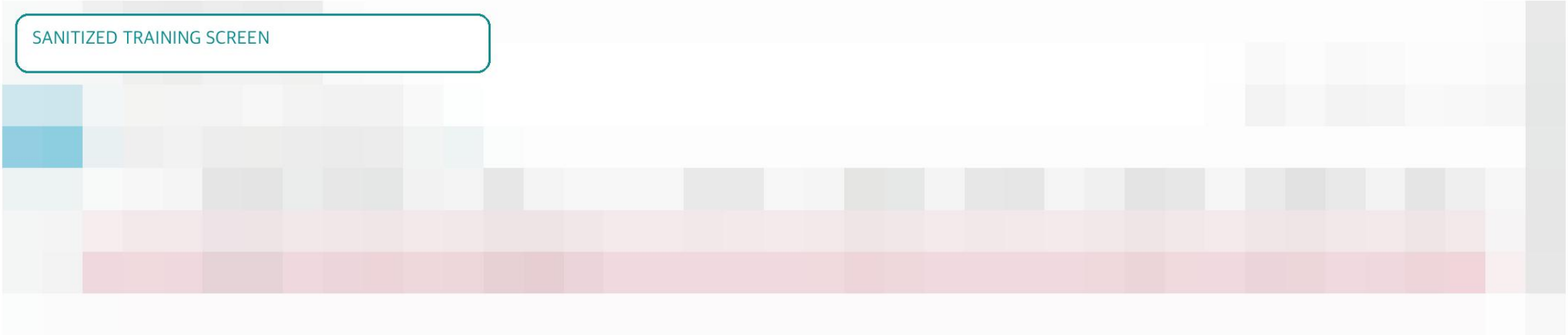
5

Open the matching transport order

SupplierConnect

Transport orders → Filter → Transport order = the FRO (add a trailing comma) → Filter. For imports the FRO equals the NCTMS MB/L.

SANITIZED TRAINING SCREEN

A blurred screenshot of a software interface, likely a data table or list. A red highlight is visible on one row, indicating a selected item. The interface appears to be a web-based application with a header and a main content area.

The demo order and container must match before editing.

6

Review the transport plan legs

SupplierConnect

Open the order → Overview. We report the Drop-off Container (delivery) leg: its Arrival at and Departure at. The Pick-up Container (terminal) times are filled by Maersk from the terminal — not by us.

SANITIZED TRAINING SCREEN

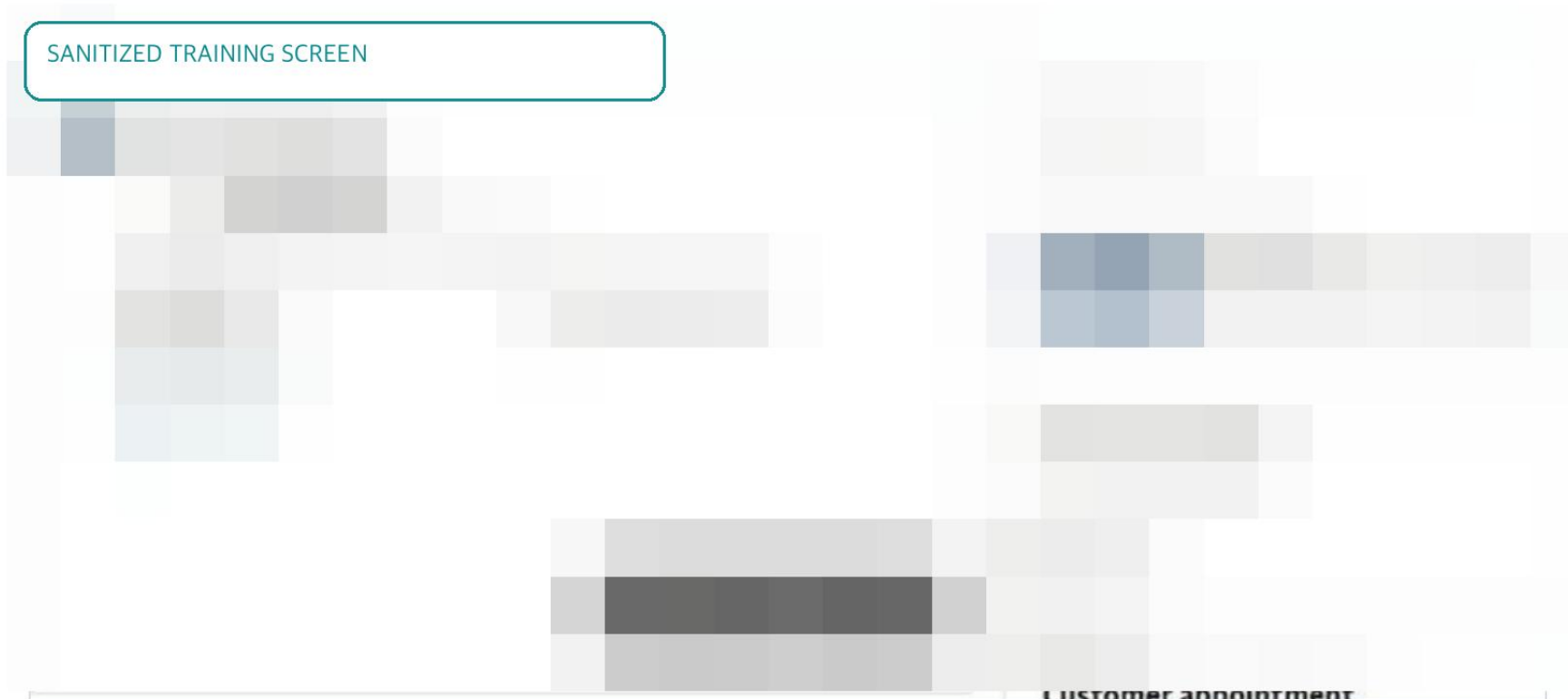
Focus on the Drop-off leg (boxed): Arrival = delivered, Departure = left after delivery. Blanks ("-") there are what we fill in.

7

Start the milestone update

SupplierConnect

Open the selected delivery leg and review the milestone fields that still need an actual date or time.



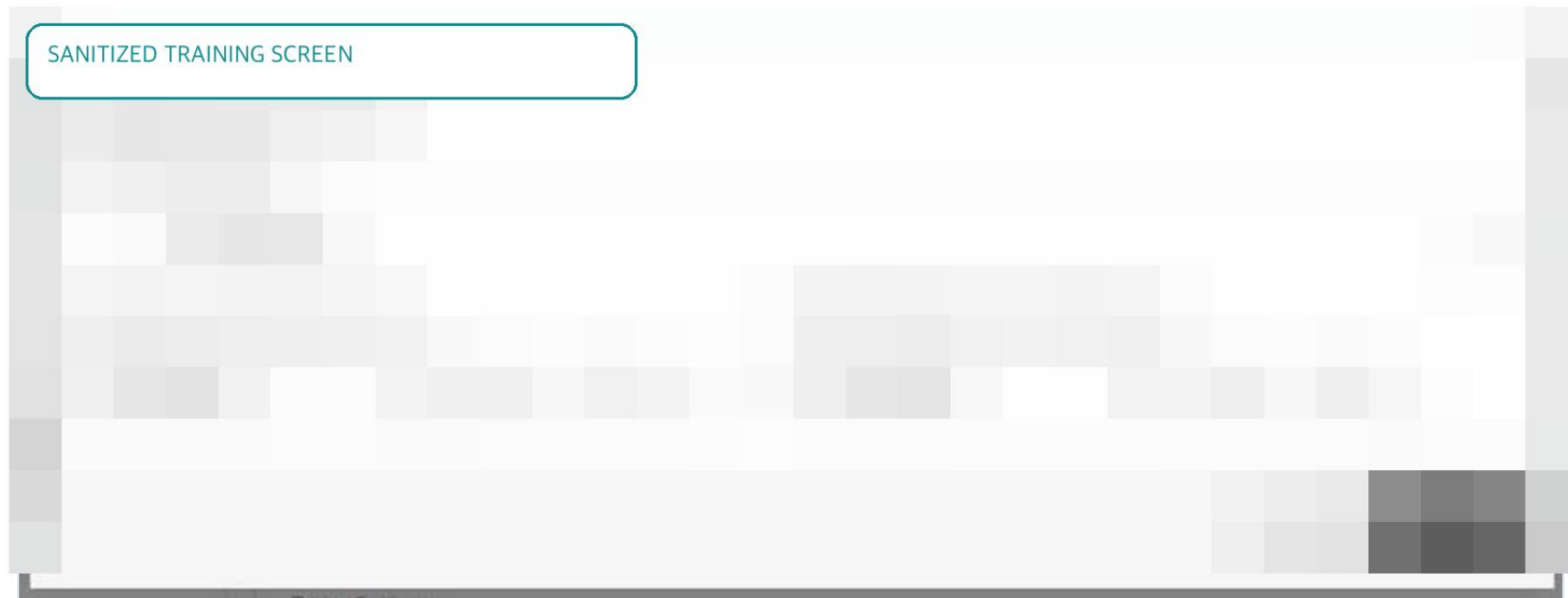
Update dates opens the date/time editor for the selected leg location.

8

Enter the actual arrival & departure

SupplierConnect

Enter the actual arrival and departure times for the selected delivery site, then confirm the update.



Only the delivery location is selectable — that is by design, because the terminal leg is Maersk's own data. Arrival 07/29 10:49 comes straight from NCTMS.

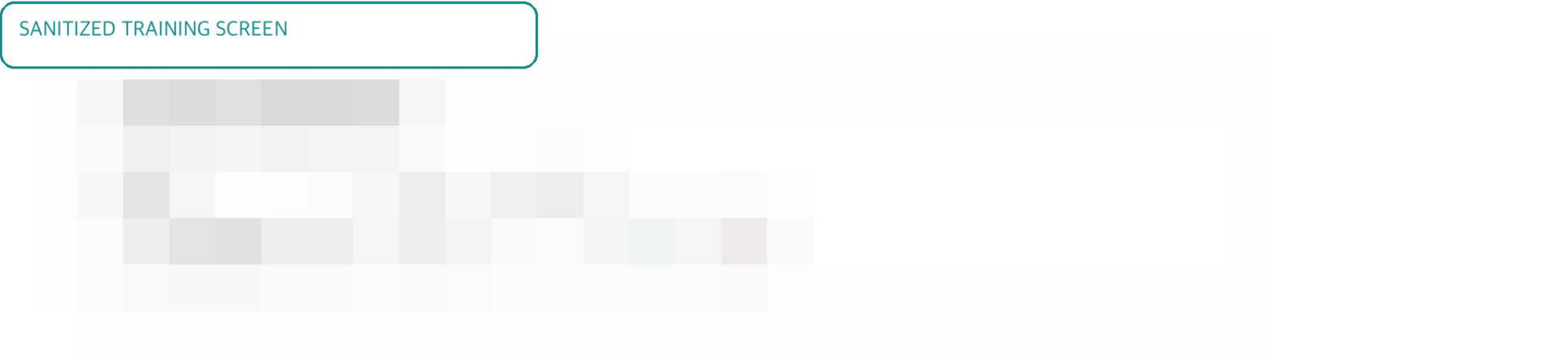
9

Enter the customer appointment

[SupplierConnect](#)

Confirm the selected delivery site and enter the actual arrival and departure values from NCTMS.

SANITIZED TRAINING SCREEN



Use the real scheduled window (NCTMS Dlvry Appt Time). Do not back-date it to flatter arrival performance — Maersk holds its own gate timestamps.

EX

Special case — Export orders

SupplierConnect

Export flows work the same way, with two differences to remember:

Match on Cust. Ref. No.

1

For exports the FRO = the NCTMS Cust. Ref. No. (not the MB/L). Filter the transport order by that number.

Report shipper times + container no.

2

The delivery-site becomes the SHIPPER: report Arrival (empty in) and Departure (after the cargo is loaded). Export bookings often start with no container number — as soon as NCTMS shows the real one, update it in SupplierConnect (Container detail / the "Container number" task).

SANITIZED TRAINING SCREEN

The Container no. column (shown) and the dashboard "Container number" task are where an export container number gets confirmed. Only enter a container number that actually appears in NCTMS.

Import: report DELIVERY arrival + departure. Export: report SHIPPER arrival (empty) + departure (after loading), and update the container number.

10

Confirm & verify

[SupplierConnect](#)

After Confirm, the Overview dates change from "-" to your times, the dashboard task counters drop, and the order status advances.



Delivery times saved Drop-off (delivery) Arrival and Departure now show the real times, not "-".



Appointment set Customer appointment shows the agreed date & time.



Container no. present Container number matches NCTMS (clears the "missing container number" task).



Values match NCTMS Every reported time equals the Container Detail POD Time (arrival) / Start Time (departure) — no rounding, no invented times.

If a value looks wrong later, re-open the order and use Update dates again — milestones can be corrected until the order is invoiced.

The whole flow, at a glance

1

NCTMS

Customer Status → find MAERSK container

2

NCTMS

Container Detail: POD Time + Start Time

3

SC

Open matching transport order (by FRO)

4

SC

Update dates: delivery arrival + departure

5

SC

Enter customer appointment

6

SC

Confirm — verify dates match NCTMS

Source of truth = NCTMS. Report of record = SupplierConnect. Keep them identical.