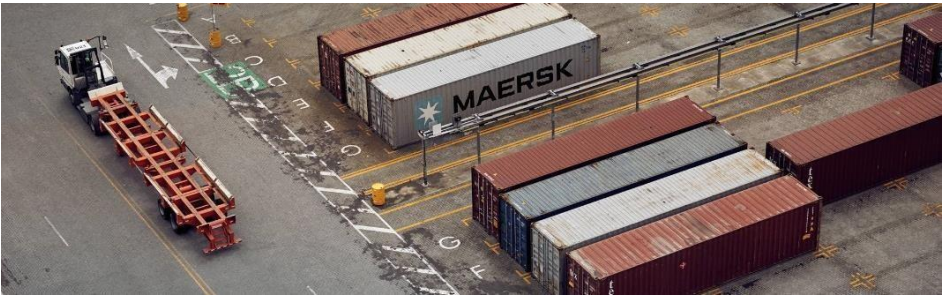


# Self-Service Delivery Order Guide



**New!**

Inland delivery, store door service, is now available at time of online delivery order. Refer to Annex on pages 10 -14.

# Hello!

We're excited to have you here.

This is a feature to help you release your shipments seamlessly, at your convenience.

Before we start, you will need the below to use the online [Self-Service Delivery Order](#) feature:

1. LOA Template (Letter of Authorization)

- Please ensure file is saved as .XLS, .XLSX, .PDF, .DOC, .DOCX, .PPT, .PPTX, .JPG, .JPEG, .TXT, .MSG

2. [Maersk.com](#) account

- If you have yet to sign-up, you may do so on our website and contact your local representative for quicker registration approval.

# Request

Delivery Order Release

To get started, [log-in](#) to Maersk.com to access your Hub.

Scroll down for the [Delivery Order](#) box, input the Bill of Lading number that you wish to release and click 'Request delivery order'.

The screenshot displays the Maersk Hub dashboard with the following components:

- Header:** "Welcome to your Hub" with a "Customise" button and a search field for "B/L or container no." with a "TRACK" button.
- Left Sidebar:** Navigation menu including "Hub dashboard", "Export overview", "Import overview", "Tasks", "MyCustoms", "MyFinance", "Allocations", "Captain Peter™", and "Support".
- Warehouse & Distribution:** A featured banner with the text "Whatever your warehousing needs are, we have a solution to fit, no matter what corner of the globe." and a "Contact us" button.
- Outstanding tasks:** A card showing "Export task due in 7 days" with 0 "Submit shipping instructions" and 2 "Submit VGM" tasks, and a "View outstanding tasks" button.
- Shipment Overview:** A card showing "Shipments in 7 days" with 4 "Departing" and 9 "Arriving" shipments, and a "View all shipments" button.
- Import Demurrage & Detention:** A card with a text input field for a bill of lading number and a "View details" button.
- Delivery Order:** A card with a text input field for a bill of lading number and a "Request delivery order" button.
- ETA Changes:** A card showing a table of changes in the last 24 hours and ETA changes by duration. A green arrow points to the "1-3 days" category.

Changes in the last		ETA changed by	
24 hrs	3	1-3 days	0
1-3 days	1	3-7 days	5
3-7 days	5	Over 7 days	4

# Check your shipment status

You may check [Manifest](#), [BL Surrender](#) and [Payment status](#) here.

You can only proceed with submission of delivery order if:

- Bill of Lading has been surrendered
- 2 days before ETA for shipment to Port Klang & Tanjung Pelepas

If the manifest and payment status are not completed yet, you may still proceed with submission of delivery order, but release will only be processed after tasks are completed.

**Cargo release status**

Bill of Lading surrendered

Manifest not submitted to customs

---

**Finance status**

Prepaid charges payment is completed

Collect charges payment is pending

## Delivery orders

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



Continue

# Submit your Letter of Authorization

You will only see this page if you are a **third-party** requesting for EDO release. Here, you may click on browse to select the file to be uploaded. Alternately, you may drag the file from your desktop to the box.

Acceptable file format:

.XLS, .XLSX, .PDF, .DOC, .DOCX, .PPT, .PPTX, .JPG, .JPEG, .TXT, .MSG

## Authorization & set release to party request

As you are not an assigned released to party to this shipment, in order to request for Delivery Order, you need to apply for self nomination for release to Party.

[+ Upload Letter of Authorization](#)

Maximum allowed file size or total size of all files is 10MB (0.00MB / 10MB)

Supported formats are: .XLS, .XLSX, .PDF, .DOC, .DOCX, .PPT, .PPTX, .JPG, .JPEG, .TXT, .ZIP

# Confirm Units for Release

Half-way there! If you are trucking-out the containers yourself, select **merchant haulage**. Once selected, ensure **all the containers are selected** for release and confirm if details are correct.

Good to go? Click on [Request Delivery Order](#)

Selected release type

**Merchant Haulage (CY)**  
Release to a third-party haulage provider you arrange.

**Inland Delivery**  
Delivery by our global intermodal network. [Learn more.](#)

View Payer

▼ 5 Charges in Shipment

Containers awaiting delivery order request

<input checked="" type="checkbox"/> Containers	Request Id / Case Number	Status
<input checked="" type="checkbox"/> CARU6461626	-	Ready to Submit
<input checked="" type="checkbox"/> CIPU5041078	-	Ready to Submit
<input checked="" type="checkbox"/> MRKU4270369	-	Ready to Submit

Kindly note that **inland delivery**, trucking services provided by Maersk, is also available through **Carrier Haulage (SD)**.

Refer to [pages 10-13](#) of this guide.

# Update

Payment proof & agent code

Good news! You may now [upload your banking slip](#) while requesting for EDO release request without writing additional emails to us. This feature will only be prompt if Collect Charges payment status are [pending](#).

### Documents & References

**Proof of payment**

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Payment for the collect charges is pending, please upload documents for 'Proof of Payment' if payment is done. If you have already submitted proof of payment within last 24 hrs, it might be under process and no need to upload it again.

[Upload Document](#)

Maximum allowed file size or total size of all files is 10MB ([0.24MB / 10MB](#))  
Supported formats are: XLS, XLSX, PDF, DOC, DOCX, PPT, PPTX, JPG, JPEG, TXT, ZIP

---

**Mandatory Documents / References**

Ledger account

---

[Cancel](#) [Continue](#)

Next, key in the [ledger account number / FA code / DIC number](#) according to the port of discharges.

# Continue

Release container details will be updated as consignee. But no worries, release party in port system will updated based on the Ledger account / FA code input.

Kindly select closest estimated release date based on the ETA date and Time for this shipment. The indicated pickup time would not affect actual release date, as container release will take place immediately after we have received and processed your delivery order submission on maersk.com.

**Release and return details for all containers**

Please ensure pickup and return dates are during terminal operating hours. Demurrage and detention charges will apply if free time is exceeded.

Release container to (Optional)  Pickup date  Pickup time   
Pick a time within terminal operating hours

Detention details Total\* Not available

I made the payment for D&D charges.

Haulage instructions(Optional)

0/800

Optional: **Detention details** – This feature will show you the estimated D&D charges of the shipment for your reference. In case if you have made the D&D payment in advance, you may tick the box to upload the payment proof.



# Final Step!

Input your [email address](#) or [more](#) as desired, then you're good to go.

### Review your order details

Recipient details

^ Hide recipient details

Delivery order recipient e-mail ID

+ Add e-mail address

Payer details

v View payer details

Documents and references

v View documents and references

Release details

v View release details for merchant haulage

Cancel Submit

Once submitted, the documents will be uploaded and automatically notify our import team. You will also receive a [case number](#) for your reference.

# Annex

Online request for Inland Delivery

If your shipment is booked for [store door delivery](#), the release type will be by default as [Carrier Haulage \(SD\)](#).

Alternatively, you can still [purchase our trucking services](#) by selecting [inland delivery option](#).

Selected release type

**Merchant Haulage (CY)**  
Release to a third-party haulage provider you arrange.

**Inland Delivery**  
Delivery by our global intermodal network. [Learn more](#).

View Payer

▼ 5 Charges in Shipment:

Containers awaiting delivery order request

<input checked="" type="checkbox"/> Containers	Request Id / Case Number	Status
<input checked="" type="checkbox"/> CAAU6461626	-	Ready to Submit
<input checked="" type="checkbox"/> CIPU5041078	-	Ready to Submit
<input checked="" type="checkbox"/> MRKU4270369	-	Ready to Submit

Upon selecting your release type, do ensure [selection of all containers for release](#) and click ["Request deliver order"](#) if details are correct.

# Annex

Online request for Inland Delivery

Upload your **banking slip** while requesting for EDO release request without writing additional emails to us. This feature will only be prompt if Collect Charges payment status are **pending**.

### Documents & References

**Proof of payment**

---

Payment for the collect charges is pending, please upload documents for 'Proof of Payment' if payment is done. If you have already submitted proof of payment within last 24 hrs, it might be under process and no need to upload it again.

**Upload Document**

Maximum allowed file size or total size of all files is 10MB (0.24MB / 10MB)  
Supported formats are: XLS, XLSX, PDF, DOC, DOCX, PPT, PPTX, JPG, JPEG, TXT, ZIP

**Mandatory Documents / References**

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Ledger account

---

Key in the ledger **account number / FA code / DIC number** according to the port of discharges

# Annex

Online request for Inland Delivery

Fill up the details of the delivery – [address](#), [date](#), [time](#) & [contact](#).

**Delivery reference:** Please advise below details in this fill

- Type of preferred haulier (normal haulier / side loader)
- Empty return details (direct unload / advise date)

### Delivery details for Carrier Haulage

Port of discharge (City, Country/Region) 📍 Tanjung Pelepas, MY 15 Nov 2022 17:00	Delivery location (City, Country/Region) 📍 Ulu Tiram, MY Terminal: undefined 15 Nov 2022 15:01
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**Delivery address details for all containers**

📍 Tanjung Pelepas, MY  
15 Nov 2022 17:00  
+ Add multi-stop location

📍 **Delivery - final stop**

<input type="text" value="Delivery address"/> <a href="#">Add delivery address</a>	<b>Delivery contact</b> These details will be used in the event of any problems during the delivery
Delivery date 15 Nov 2022 📅	Name <input type="text" value=""/> <small>This field is required</small>
Delivery time --:-- 🕒	Contact e-mail <input type="text" value=""/> <small>This field is required</small>
Delivery reference (Optional) ⓘ <input type="text"/>	Phone (Optional) <input type="text"/>

# Annex

Online request for Inland Delivery

Input your [email address](#) or [more](#) as desired, then you're good to go.

### Review your order details

Recipient details

^ Hide recipient details  
Delivery order recipient e-mail ID

+ Add e-mail address

Payer details

v View payer details

Documents and references

v View documents and references

Release details

v View release details for merchant haulage

Cancel Submit

Once submitted, the documents will be uploaded and automatically notify our import team. You will also receive a [case number](#) for your reference.

# Contact Us

If at any time you have difficulties with your release request, feel free to approach us via [my.import@maersk.com](mailto:my.import@maersk.com).