

Import On – Boarding Kit (Ocean)



ALL THE WAY

Customer Contact Directory:

- Import customer service:
ph.import@maersk.com
- Collectors:
ph.collection@maersk.com (Credit)
sea.cash.collections@maersk.com (Cash)
- (statement of account and hold order query)

Contact Number:

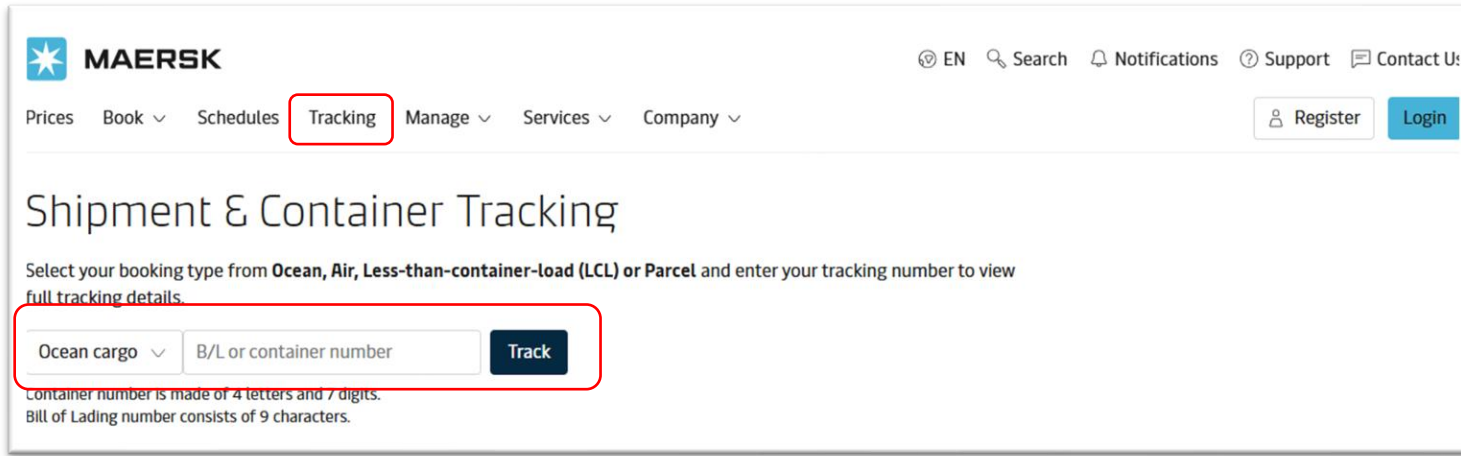
Trunk Line: (02) 2823 13126

Free: 180011102911



ETA Tracking and Notification

- Select Tracking, input your BL or Container Number



The screenshot shows the Maersk website's tracking interface. At the top left is the Maersk logo. To the right are links for EN, Search, Notifications, Support, and Contact Us. Below the logo is a navigation menu with 'Tracking' highlighted in a red box. To the right of the menu are 'Register' and 'Login' buttons. The main heading is 'Shipment & Container Tracking'. Below it, a text prompt asks the user to select a booking type (Ocean, Air, LCL, or Parcel) and enter a tracking number. A red box highlights the input area, which includes a dropdown menu set to 'Ocean cargo', a text input field for 'B/L or container number', and a 'Track' button. Below the input field, there are instructions: 'Container number is made of 4 letters and 7 digits.' and 'Bill of Lading number consists of 9 characters.'

- Or connect with **SEIYA**, our AI virtual assistant, available **24/7** to help you track your shipment.



Facebook

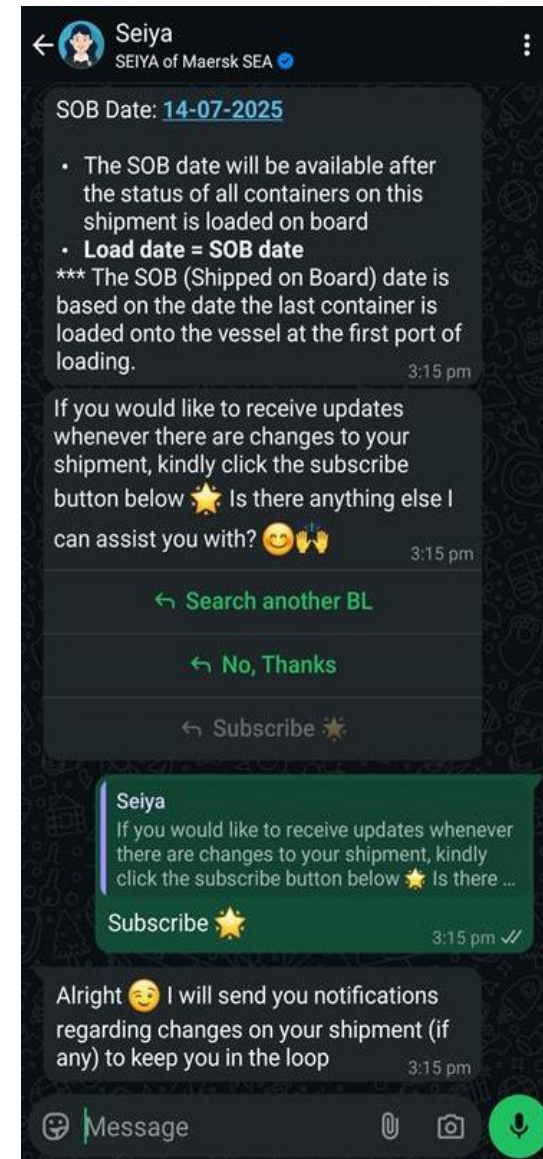
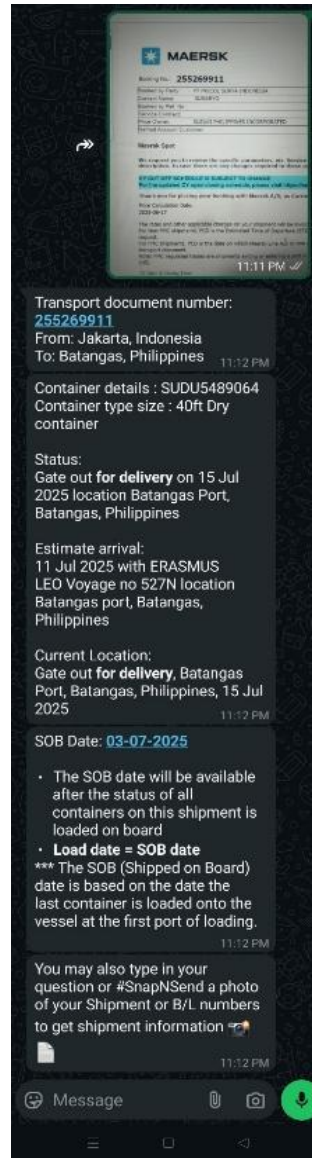


WhatsApp



Meet Seiya, our AI-powered virtual assistant that will give you answers to frequently asked questions instantly. No longer need to spend time calling or emailing for simple queries!

- Track My Shipment
(This is how it looks like chatting with SEIYA)



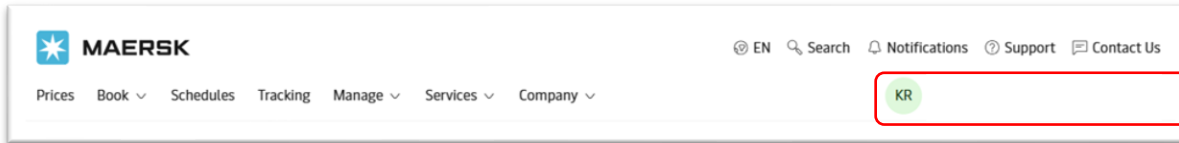
Suscribe to Arrival notice notifications

Arrival notices are system generated and these are being sent to the email address of the consignees 24 hours prior vessel arrival.

If you are **not the original recipient**, you can still receive these notifications by subscribing to the **Arrival Notice Subscription**.

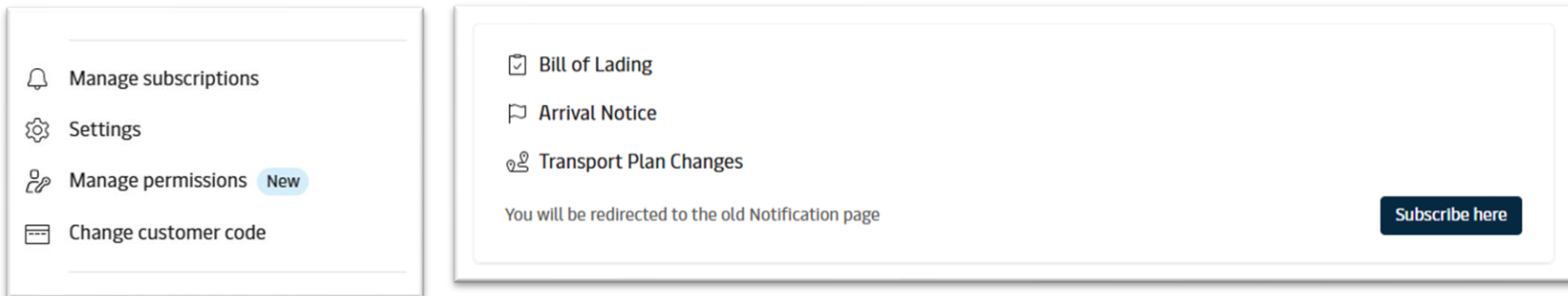
➤ Here's How to Subscribe:

1. Log in using the Consignee's account credentials
2. In the account section (outlined in red below)



3. Navigate to the Manage Subscriptions
4. Select '**Subscribe here**' on the lower part of the page

➤ Got to Manage Subscriptions. Then select 'subscribe here' for the arrival notice notification page



- Select **Arrival Notice Subscription**.

← [Back to Notification settings](#)

Create notifications for others

Create new notification

Select the type of notification you would like to receive.

Transport plan changes ⓘ

Bill of lading ⓘ

Arrival notice ⓘ

Cancel **Continue**

- Enter the email address where you want the notices to be sent.

- Then select **Create** to save your subscription settings.

← [Back to Notification settings](#)

Create notifications for others

← [Notification type](#)

Arrival notice details

Enter the email address you would like this notification to go to.

Email address

Additional filters

You can refine your notifications using the following filters.

Location

Please note that notifications will be sent based on impacted shipments from any of the "From" countries to any of the "To" countries

From

All countries

To

All countries

Roles

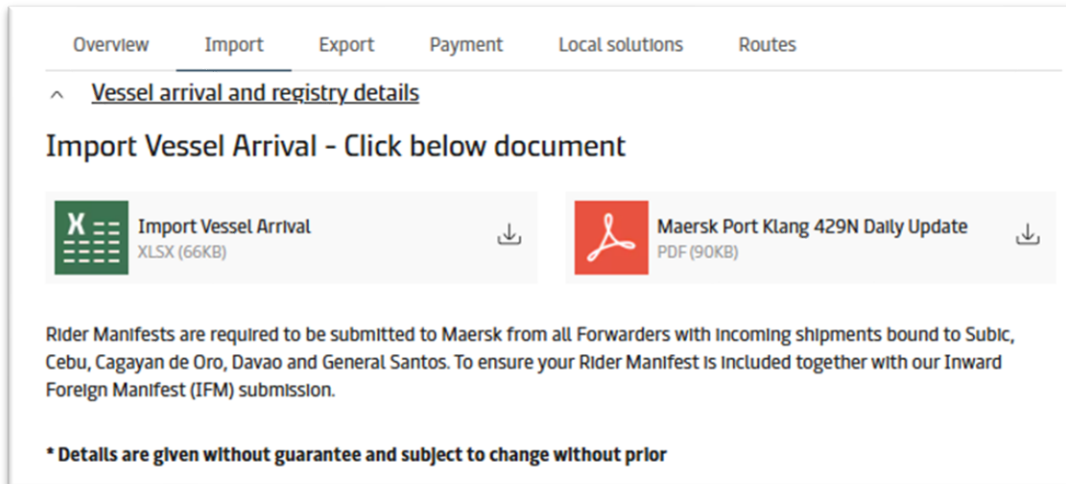
Consignee First notify party Additional notify

Release to party Inward forwarder Inward customs broker

Cancel **Create**

For Import registries/Tagging time.

- Go to <https://www.maersk.com/local-information/asia-pacific/philippines/import>
 - A. Select the port from Import Vessel Information.
 - B. Kindly use the vessel voyage of the transshipment port shown in the Show details page.
 - C. Packaging code is always NE in manifest.



The screenshot displays a web interface with a navigation bar at the top containing 'Overview', 'Import', 'Export', 'Payment', 'Local solutions', and 'Routes'. Below the navigation bar is a section titled 'Vessel arrival and registry details' with a dropdown arrow. Underneath, there is a heading 'Import Vessel Arrival - Click below document'. Two document download options are shown: 'Import Vessel Arrival' (XLSX, 66KB) and 'Maersk Port Klang 429N Daily Update' (PDF, 90KB). Below the documents, a paragraph states: 'Rider Manifests are required to be submitted to Maersk from all Forwarders with Incoming shipments bound to Subic, Cebu, Cagayan de Oro, Davao and General Santos. To ensure your Rider Manifest is included together with our Inward Foreign Manifest (IFM) submission.' At the bottom, a disclaimer reads: '* Details are given without guarantee and subject to change without prior'.

Import Freetime and DND Computation

1. Go to the HUB Dashboard.
2. Enter your **BL Number** in the **Import Demurrage and Detention** section.
3. Click **View Details** to display the freetime and DND computation.

The screenshot shows the Maersk Customer Hub dashboard. The 'Hub dashboard' menu item in the left sidebar is highlighted with a red box. The main content area features a 'Welcome to your Hub' header with a 'Customise' link and a search bar for 'B/L, container, booking no. or booked by ref' with a 'View details' button. A yellow error banner at the top states: 'There was a problem loading your preferred hub layout. Please refresh or try again later.' Below this, there are several widgets: 'Join Maersk Customer Hub' with a 'Join the expert community' button; 'Outstanding tasks' for vessels departing in the next 7 days, showing 6 shipping instructions and 4 VGMs; 'Shipment Overview' for shipments in the next 7 days, showing 10 departing and 10 arriving; 'Import Demurrage & Detention' (highlighted with a red box), which includes a 'Save 30% on freetime purchases' offer, a text input field containing '253267030', and a 'View details' button; 'Delivery Order & Inland transport' with a 'Request' button; and 'Local Information' with links for Asia Pacific, Europe, India, Middle East and Africa, Latin America, and North America.

- Import Free time
- Change the **Empty Return Date** to match your **actual pullout or empty return schedule**.
- The website will **automatically compute** the applicable DND charges based on the updated date.

Detention charge & free days details

Select a new 'Empty return date' to view detention charge applicable (as per the contract/ standard tariff).

📍 Empty return location:

Containers	Total free days	Last free date	Empty return date	Chargeable days	Detention price Days X Rate
MRSU3851211 40 Dry High (Without Batteries) Electronics, electronic appliances, audio, video equipment, telecommunication equipment, new	28 days	29 Jul 2025 ⓘ <i>Estimated</i>	05 Aug 2025 📅	7 days ⓘ	PHP 42,000.00 ^ (7 X PHP 6,000.00) PHP 42,000.00
TRHU7944995 40 Dry High (Without Batteries) Electronics, electronic appliances, audio, video equipment, telecommunication equipment, new	28 days	29 Jul 2025 ⓘ			PHP 6,000.00 v

📅 August 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

ⓘ Additional freetime can be purchased 15 days prior to arrival of a shipment.
Note: You can purchase additional freetime from 15 days before the vessel arrives until

Total no. of containers: 2

ce* PHP 48,000.00

MyFINANCE

- After you log in, you will be directed to the Main Page.
- Select MyFinance

The screenshot displays the Maersk MyFinance dashboard. At the top left is the Maersk logo. The top right contains navigation links for EN, Search, Notifications, Support, and Contact Us. Below this is a secondary navigation bar with links for Prices, Book, Schedules, Tracking, Manage, Services, and Company, along with a KR indicator. A left-hand sidebar lists various dashboard sections: Hub dashboard, Export overview, Import overview, Tasks, MyCustoms, MyFinance (highlighted with a red box), Allocations, Captain Peter™, and Support. The main content area features a 'Welcome to your Hub' message with a 'Customise' button and a search bar for B/L, container, booking no. or booked by ref., with a 'View details' button. A central banner promotes a survey to improve the Hub. Below this are three main sections: 'Outstanding tasks' for vessels departing in the next 7 days, showing 0 tasks for shipping instructions and VGM, with a 'View outstanding tasks' button; 'Shipment Overview' showing 0 departing and 0 arriving shipments, with a 'View all shipments' button; and 'Local Information' for Asia Pacific, Europe, and India, Middle East and Africa. At the bottom, there are sections for 'Import Demurrage & Detention' (offering a 30% discount on freetime purchases) and 'Delivery Order & Inland transport' (with an input field for B/L number).

The screenshot shows the MAERSK MyFinance dashboard. At the top, there is a navigation bar with the MAERSK logo, user information (EN), search, notifications, support, and contact us links. Below this is a secondary navigation bar with menu items: Prices, Book, Schedules, Tracking, Manage, Services, and Company. A green circle with 'KR' is visible in the top right.

The main content area is titled 'MyFinance' and includes several functional elements:

- Buttons for 'Upload proof of payment' and 'Rate of exchange'.
- A 'Manage agent access' button with a sub-menu for 'Customer' and 'Agent'.
- A search bar with a dropdown for 'Search options' and a search prompt: 'Search by BL, Invoice, Payment receipt no. or Dispute ID'.
- Tabs for navigation: Dashboard (selected), Open, Overdue, Paid, Disputed, Credits & Refunds, and E-statement.
- A 'Welcome back,' message.
- An 'Email notifications' section with a toggle switch and a question: 'Would you like to receive email notifications for invoices and payments (Ocean and D&D)?'. Below this, it shows '0/2 enabled'.
- An 'Outstanding invoices' section with four categories:
 - 2 Overdue Invoices (with a red progress bar and a 'View' button)
 - 0 Due today (with a blue progress bar and a 'View' button)
 - 0 Due this week (with a blue progress bar and a 'View' button)
 - 8 Due this month (with a blue progress bar and a 'View' button)

A left-hand sidebar contains navigation options: Hub dashboard, Manage bookings, MyCustoms, MyFinance (selected), Allocations, Captain Peter™, and Support.

➤ **MyFinance is a one stop access for your Finance Concerns.**

- View/Download invoices
- Identify Overdue Invoices
- Track Paid Shipments
- Disputes
- Check Credit Notes and Refund Requests
- Download copies of Statement of Account
- Access Paid to Release

→ You may use Upload proof of payment directly

→ Or you may search the BL/ Invoice reference number

1. Proof of payment details

Outline the invoices or bill of lading numbers associated with each payment. Multiple invoices or bill of lading numbers can be added to one proof of payment submission. Duplicate use of a proof of payment document may be rejected.

Payment method: Bank/UTR or cheque reference: Currency:

2. Add invoices or bill of ladings

3. Upload proof of payment

Upload your documentation that shows you have paid the above invoice(s) or BL(s)

4. Upload Withholding Tax (WHT)

Upload your WHT documentation that shows you have withheld tax on the above invoice(s) or BL(s)

PDF, png, jpeg, jpg, bmp & tiff formats are the file types supported for the upload. Each file should be less than 5MB. Please do not add password protected files.

Additional comments (optional)

Please add any relevant details or comments. In case of overpayment, please specify the reason.

5. Contact Information

Email Additional email (optional)

Fill out all required information

- Payment Method (e.g., bank transfer, cheque, etc.).
- Bank/ UTR Cheque Reference (BL Number)
- Currency
- BL number or Invoice number if it is already available.
- Additional comment (Optional)

- You may include instructions such as: *"DND advance payment"*

Contact information

-Email (Automatically populated using your registered email address)

- Additional email (optional) - Add another recipient if you want others to receive the acknowledgement receipt.

- Submit

-Once all fields are complete, review the details and click Submit.

You will receive an acknowledgement email once the payment has been validated.

Payment Status Definitions

Incoming Payment – In Process

Payment has been initiated and is currently being processed. Posting is still pending.

Payment Accepted – Payment Already Posted

Payment has been successfully received and applied to the account

Payment Rejected –

Payment was not successfully processed. Please refer to the rejection reason sent via email or coordinate with the Finance team for further assistance.

Invoice	Reference	Paid Invoice amount	Paid Invoice date	Receipt no.	Status
<input type="checkbox"/> 7628 578 611 Ocean - Import	BL 2653 258 91	PHP 6,634.40 6,634.40	24 Apr 2026 16 Apr 2026	4160 580 134	incoming payment

Self Service Delivery Order

1. Go to the HUB Dashboard
2. Enter your **BL Number** in the **Delivery order & Inland transport** section.
3. Click **Request** to proceed with your Delivery order processing.

Welcome to your Hub

There was a problem loading your preferred hub layout. Please refresh or try again later.

Join Maersk Customer Hub

Share your voice, connect with senior leaders, and access exclusive insights.

Join the expert community

Import Demurrage & Detention

View freetime details & buy additional freetime, 15 days before the vessel's arrival.

Save 30% on freetime purchases

Enter B/L number

Delivery Order & Inland transport

Request delivery order and arrange inland transportation

253267030

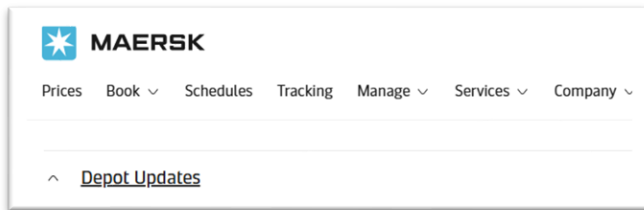
Prerequisites Before Requesting a Delivery Order:

- ✓ Collect charges have been fully paid and posted
- ✓ Prepaid charges have been fully paid and posted
- ✓ OBL has been surrendered/ Waybill has been released
- ✓ Manifest has been submitted to Customs
- ✓ Demurrage/Detention charges have been paid (if applicable)
- ✓ Account status is clear and not on hold

Empty container return process

You can download or view the **latest Empty Return Process** using the link below or by opening the **attached file**.

<https://www.maersk.com/local-information/asia-pacific/philippines/local-solutions/inland-services>



maersk-empty-return
-process (2).pdf