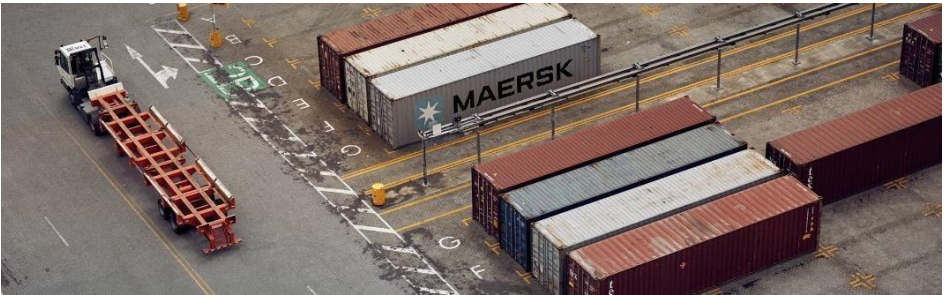


Self-Service Delivery Order Guide



New!

Inland delivery is now available at time of online delivery order. Refer to Annex on pages 10-13.

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. [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.
2. LOA Template (Letter of Authorization)
 - LOA required if you are login as agent. Please ensure file is saved as .XLS, .XLSX, .PDF, .DOC, .DOCX, .PPT, .PPTX, .JPG, .JPEG, .TXT, .MSG
3. Payment proof

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 shows the Maersk Hub dashboard interface. On the left is a navigation menu with items: Hub dashboard, Export overview, Import overview, Tasks, MyCustoms, MyFinance, Allocations, Captain Peter™, and Support. The main content area is titled 'Welcome to your Hub' and includes a 'Customise' button and a search field for 'B/L or container no.' with a 'TRACK' button. A 'Warehousing & Distribution' banner is present. The 'Outstanding tasks' section shows 1 task for 'Submit shipping instructions' and 1 task for 'Submit VGM'. The 'Shipment Overview' section shows 4 'Departing' and 6 'Arriving' shipments. The 'Import Demurrage & Detention' section has a text input field and a 'View details' button. The 'Delivery Order' section, highlighted with a yellow border, contains a text input field for the Bill of Lading number and a 'Request' button. The 'ETA Changes' section shows a table of changes in the last 24 hours, 1-3 days, 3-7 days, and over 7 days.

Changes in the last		ETA changed by	
24 hrs	0	1-3 days	2
1-3 days	2	3-7 days	0
3-7 days	0	Over 7 days	0

Check your shipment status

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

You can only proceed with submission of delivery order if:

- Prepaid charges payment is completed
- Bill of Lading has been surrendered

If collect charges payment is not completed yet, you may still proceed with submission of delivery order, but release will only be processed after task is completed.

B/L no.	123456789
B/L Status	
Cargo release status	
<input checked="" type="radio"/>	Bill of Lading (Waybill) Issued at Origin
<input type="radio"/>	Manifest not submitted to customs
Finance status	
<input checked="" type="radio"/>	Prepaid charges payment is completed
<input type="radio"/>	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

If you have your designated haulier, you may proceed to click on [Continue with merchant haulage](#).

Containers awaiting delivery order request

<input checked="" type="checkbox"/> Containers	Request Id / Case Number	Status
<input checked="" type="checkbox"/> MRSU1234567	-	Ready to Submit

Maersk Inland

Discover our reliable inland service

Rate displayed below is the total for **1 x 40' Dry Standard** from **Singapore** to the location selected below

ⓘ Pricing/Charge information shown are tariff rates since you are not an authorized party to the shipment, if negotiated rate is applicable for this shipment, it would be billed accordingly

Singapore, Singapore - By [Truck](#) ▼ 380.00 SGD [View price breakup](#)

Inchon, Korea, South Rates Not Available

Choose location

Booking would be confirmed subject to available capacity, for more detail you can contact customer service team.

I agree to the [terms and conditions](#) for haulage price applicable to the selected delivery location.
Additional charges may incur, please refer to your country's local web page or contact customer service for these details.
The rules, charges and/or accessorials applicable to any inland transportation covered under the booking are available [Inland Services - Local Offices Information | Maersk](#).

*Select payer details responsible for the haulage charge

Select payer ▼


[Book inland delivery](#)

or

Container release

Want to haulage delivered to a container yard near you?

[Continue with merchant haulage](#)



Do not have appointed haulage yet? Maersk now provides [trucking service](#) to deliver your cargo right to your doorstep.

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

Update

payment proof & haulier UEN

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 prompted if Collect Charges payment status is [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 (0.54MB / 10MB)
Supported formats are: .XLS, .XLSX, .PDF, .DOC, .DOCX, .PPT, .PPTX, .JPG, .JPEG, .TXT, .ZIP

Mandatory Documents / References

TRANSPORTER/HAULIER UEN NO

Enter reference number

[+ Add other supporting Documents / References \(Optional\)](#)

Next, key in haulier UEN number.

Please note Import permit can be uploaded as a supporting document.

Continue

Do note that 'release container to' may automatically reflect party information of consignee in shipment, however containers will be released based on the Haulier UEN indicated.

Kindly select closest estimated release date based on the [ETA Date and Time](#) for this shipment.

Do note that the indicated pickup time [would not affect actual release date](#), as container release on Portnet will take place immediately after Maersk has received and processed your delivery order submission on maersk.com.

Port of discharge (City, Country/Region) Singapore, SG	Place of release PSA Singapore Terminal 30 Jun 2023 15:00	
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 Party has been pre-assigned to consignee	Pickup date Shipment ETA	Pickup time 00:00
Container return depot Default return depot	Return date (Optional) Shipment ETA	Return time (Optional) ---
Please select value from dropdown or type in the container depot name		Pick a time within terminal operating hours
Demurrage details		Total* Not available
Detention details		Total* SGD 0.00
<input type="checkbox"/> I made the payment for D&D charges.		
Haulage instructions(Optional)		
0 / 800		
		Cancel Continue

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

∨ View payer details

Documents and references

∨ View documents and references

Release details

∨ View release details for merchant haulage

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)**.

Containers awaiting delivery order request

Containers	Request Id / Case Number	Status
<input checked="" type="checkbox"/> MRSU1234567	-	Ready to Submit

Maersk Inland
Discover our reliable inland service

Rate displayed below is the total for **1 x 40' Dry Standard** from **Singapore** to the location selected below

Pricing/Charge information shown are tariff rates since you are not an authorized party to the shipment, if negotiated rate is applicable for this shipment, it would be billed accordingly

Singapore, Singapore - By [Truck](#) ▼ 380.00 SGD [View price breakup](#)

Inchon, Korea, South Rates Not Available ←

Choose location

or

Booking would be confirmed subject to available capacity, for more detail you can contact customer service ←

I agree to the [terms and conditions](#) for haulage price applicable to the selected delivery location.
Additional charges may incur, please refer to your country's local web page or contact customer service for these details.
The rules, charges and/or accessorial's applicable to any inland transportation covered under the booking are available [Inland Services - Local Offices Information | Maersk](#).

*Select payer details responsible for the haulage charge

Select payer ▼

Book inland delivery

Alternatively, you can still purchase our trucking services by selecting inland delivery option.

Select on the **delivery location**. You may also use the search function if the preferred location is not on the option list.

Select the **payer party**, then click on **Book inland delivery**.

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 (0.54MB / 10MB)
Supported formats are: .XLS, .XLSX, .PDF, .DOC, .DOCX, .PPT, .PPTX, .JPG, .JPEG, .TXT, .ZIP

Mandatory Documents / References

TRANSPORTER/HAULIER UEN NO
Enter reference number

+ Add other supporting Documents / References (Optional)

Please note Import permit can be uploaded as a supporting document.

Do not have an appointed customs clearance agent yet? Maersk provides customs clearance services! For more information, kindly reach out to your local Customer Experience Consultation.

Annex

Online request for Inland Delivery

Fill up the details of the delivery – address, date, time & contact.

Delivery details for Carrier Haulage

Port of discharge (City, Country/Region) Delivery location (City, Country/Region)
Singapore, SG Singapore, Singapore
30 Jun 2023 13:00

Singapore, SG
30 Jun 2023 13:00

SUDU6810820

<p>Address</p> <p>Add the address you want your shipment to be delivered to</p> <p>Add address +</p>	<p>Date and time</p> <p>2023-06-30 Pick up at - Delivery reference -</p> <p>Edit</p>	<p>Contact</p> <p>ABC abc@xyz.com</p> <p>Edit</p>
--	--	---

[+ Add new stop](#)

Preferred contractor (Optional) ⓘ

Haulage instructions(Optional)

0 / 800

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

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

^ View payer details

Documents and references

^ View documents and references

Release details

^ View release details for merchant haulage

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 sg.import@maersk.com.