



# WEBGUIDE

MAERSK WEB FUNCTIONS



MAERSK

WEBSITE

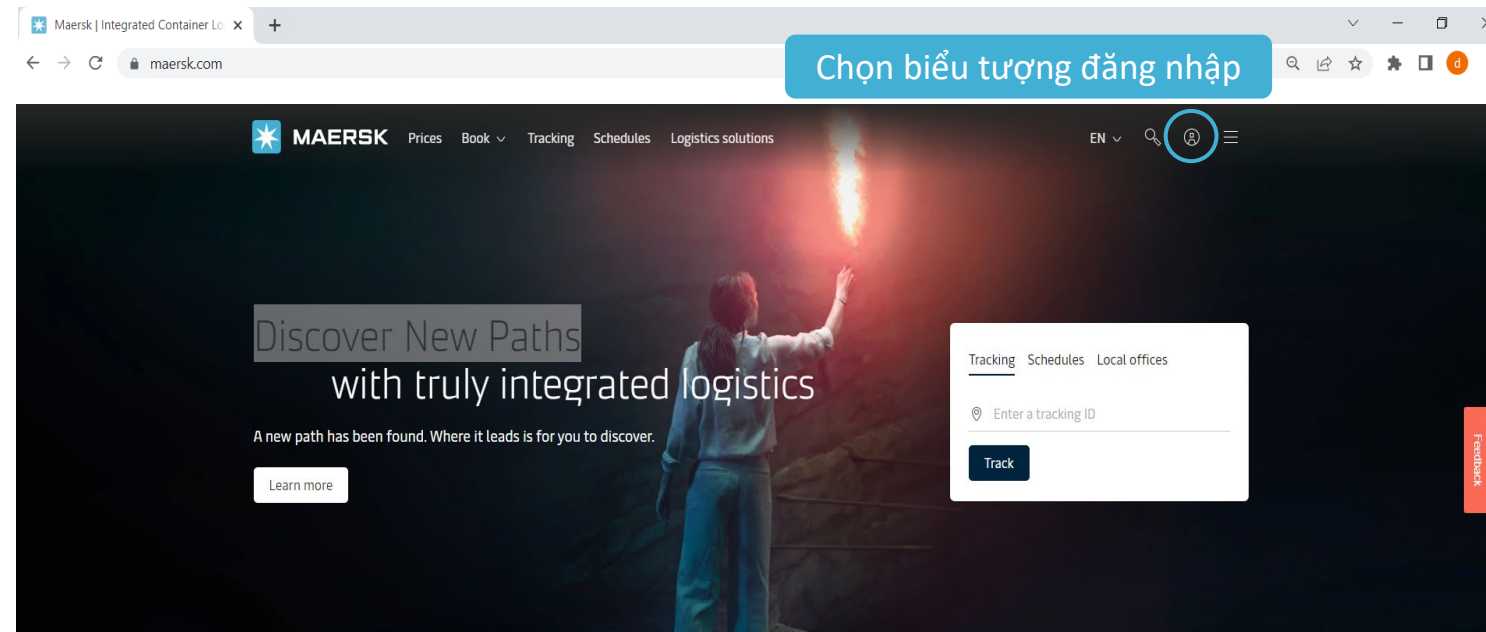
[www.maersk.com](http://www.maersk.com)



**YÊU CẦU LỆNH GIAO HÀNG**

## BƯỚC 1

Truy cập [www.maersk.com](http://www.maersk.com) và đăng nhập vào tài khoản



### Logistics Solutions

From the farm to your refrigerator, or the factory to your wardrobe, A.P. Moller - Maersk is developing solutions that meet customer needs from one end of the supply chain to the other.

## Login

Remember my username

Log in

Need help with your [username](#) or [password](#)?

# Chọn **Manage** và nhấn **Hub**

The screenshot shows the Maersk Hub dashboard interface. At the top left is the Maersk logo. The navigation bar includes links for Prices, Book, Tracking, Schedules, Logistics solutions, and Manage. The 'Manage' dropdown menu is open, showing options like Hub, Export overview, Import overview, Tasks, MyCustoms, MyFinance, Captain Peter™, Payer standing instructions, Order secure paper, Case management, and Maersk Flow. The 'Hub' option is highlighted with a blue box. The main content area features a 'Welcome to your Hub' message, a 'Warehousing & Distribution' banner, and several data cards for Import Demurrage & Detention, Delivery Order, and ETA Changes. A sidebar on the left contains navigation links for Hub dashboard, Export overview, Import overview, Tasks, MyCustoms, MyFinance, Allocations, Captain Peter™, and Support.

Nhập số vận đơn và nhấn **Request** tại mục **Delivery Order**

The screenshot shows the Maersk Hub dashboard. The top navigation bar includes the Maersk logo, 'Prices', 'Book', 'Tracking', 'Schedules', 'Logistics solutions', and 'Manage'. The main content area is divided into several sections:

- Hub dashboard** (selected): A sidebar menu with options like 'Export overview', 'Import overview', 'Tasks', 'MyCustoms', 'MyFinance', 'Allocations', 'Captain Peter™', and 'Support'.
- Welcome to your Hub**: A header with a 'Customise' button and a search bar for 'B/L or container no.' with a 'TRACK' button.
- Warehousing & Distribution**: A featured section with a 'Contact us' button.
- Outstanding tasks**: A section for 'For vessel departing in next 7 days' showing 0 'Submit shipping instructions' and 0 'Submit VGM' tasks, with a 'View outstanding tasks' button.
- Shipment Overview**: A section for 'Shipments in 7 days' showing 0 'Departing' and 0 'Arriving' shipments, with a 'View all shipments' button.
- Import Demurrage & Detention**: A section with a text input field and a 'View details' button.
- Delivery Order** (highlighted with a red box): A section with a text input field containing 'XXX XXX XXX' and a 'Request' button.
- ETA Changes**: A table showing changes in the last 24 hrs, 1-3 days, and 3-7 days, with columns for 'ETA changed by' (1-3 days, 3-7 days, Over 7 days) and counts (all 0). A 'View all ETA changes' button is at the bottom.

### B/L Status

Cargo release status

- 1 ● Bill of Lading (Waybill) Issued at Origin
- 2 ● Manifest submitted to customs

Finance status

- 3 ● Prepaid charges payment is completed
- 4 ● Collect charges payment is completed

### Invoices and payment

ⓘ Online payment is not available, Please contact customer service for more details.

### Delivery orders

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

**Continue**

1. Trạng thái vận đơn
2. Tình trạng khai báo hải quan.
3. Phí hàng xuất
4. Phí hàng nhập

Khi bốn hình tròn thể hiện màu xanh lá, nhấn **Continue** để gửi yêu cầu lệnh giao hàng.

- Xanh lá : Đã hoàn thành
- Xanh dương : Chưa hoàn thành

### LƯU Ý

Nếu là hàng khô và đã thỏa mãn 04 điều kiện nêu trên, đồng thời vẫn còn trong thời hạn miễn phí lưu container, sau khi gửi yêu cầu, hệ thống sẽ tự động gửi lệnh trong vòng 5s vào những email đã đăng ký.

View Payer

7 Charges in Shipment XXXXXXXXX

Containers awaiting delivery order request

Containers	Request Id / Case Number	Status
<input checked="" type="checkbox"/> MRKU3242568	-	Ready to Submit
<input checked="" type="checkbox"/> MRKU4547915	-	Ready to Submit

**Maersk Inland**

Discover our reliable inland service

Rate displayed below is the total for **2 x 40' Dry Standard** from **Ho Chi Minh City** to the location selected below

① 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

- Thuan An, Vietnam - By Truck 2,600,000 VND [View price breakup](#)
- Di An, Vietnam 2,200,000 VND
- Bien Hoa - Dong Nai, Vietnam 3,200,000 VND
- Long Thanh, Vietnam 9,820,000 VND
- 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 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** 1

or

① Delivery Order request submission available from 22 Apr 2023.

**Continue with merchant haulage** 2

**Container release**

Want to haulage delivered to a container yard near you?

## 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

Tải thư ủy quyền tại mục **Upload Letter of authorization**

1. Nếu có nhu cầu sử dụng dịch vụ vận chuyển nội địa, chọn **Book inland delivery**
2. Nếu chưa có nhu cầu sử dụng dịch vụ, chọn **Continue with merchant haulage**

View Payer

7 Charges in Shipment XXXXXXXXX

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- Long Thanh, Vietnam 9,820,000 VND
- 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 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** 1

or

**Container release**

Want to haulage delivered to a container yard near you?

① Delivery Order request submission available from 22 Apr 2023.

**Continue with merchant haulage** 2

1. Nếu có nhu cầu sử dụng dịch vụ vận chuyển nội địa, chọn **Book inland delivery**
2. Nếu chưa có nhu cầu sử dụng dịch vụ, chọn **Continue with merchant haulage**



**BƯỚC 6**

# Cập nhật ngày gia hạn cho lệnh giao hàng tại mục **Pickup date**

Shipment: **XXXXXXXXXX**

Jawaharlal Nehru, IN  
2 Apr 2023

Ho Chi Minh City, VN  
22 Apr 2023

✓ Payers & containers    ✓ Documents & References    ○ **Release details**    ○ Review

### Release details for Merchant Haulage

Port of discharge (City, Country/Region)  
📍 Ho Chi Minh City, VN

Place of release  
📍 Cat Lai Terminal  
22 Apr 2023 06:00

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**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

ABCCOMPANY (\*\*\*\*\*XXX) ▼

Customer code: \*\*\*\*\*XXX  
CMD code: \*\*\*\*\*XXX  
Address:  
WARD 14, TAN BINH DISTRICT BA VAN,  
HO CHI MINH CITY, Vietnam

Container return depot  
Solog Depot, Binh Duong, Vietnam

Pickup date  
27 Apr 2023 📅

Pickup time  
12:00 ⌚

Return date (Optional)  
27 Apr 2023 📅

Return time (Optional)  
00:00 ⌚  
Pick a time within terminal operating hours

**LƯU Ý:**

Hạn lệnh Maersk được áp dụng theo ngày không theo giờ, nên Pickup time có thể chọn ngẫu nhiên.

**BƯỚC 6****Tải ủy nhiệm chi đã thanh toán cho phí gia hạn (nếu có phát sinh) và chọn **Continue****

Release container to  
ABCCOMPANY (\*\*\*\*\*XXX)

Customer code: \*\*\*\*\*XXX  
CMD code: \*\*\*\*\*XXX  
Address:  
WARD 14, TAN BINH DISTRICT BA VAN,  
HO CHI MINH CITY, Vietnam

Pickup date  
27 Apr 2023

Pickup time  
12:00

Container return depot  
Solog Depot, Binh Duong, Vietnam

Return date (Optional)  
27 Apr 2023

Return time (Optional)  
00:00   
Pick a time within terminal operating hours

Demurrage details Total\* USD 22.80

Detention details Total\* Not available

I made the payment for D&D charges. **1**

+ Upload proof of payment (Demurrage & Detention) **2**  
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

Haulage instructions(Optional) **3**

0 / 800

1. Chọn **I made the payment for D& D charges**
2. Tải ủy nhiệm chi ở mục **Upload proof of Payment (Demurrage & Detention)**
3. Tại **Haulage instruction**, điền các thông tin liên quan (Cẩn trừ/đổi nơi trả rỗng/container gia hạn/Ngày gia hạn)

Cập nhật email nhận lệnh tại mục **Add email address** và nhấn **Submit**

Shipment: XXXXXXXXXX

📍 Jawaharlal Nehru, IN  
2 Apr 2023

📍 Ho Chi Minh City, VN  
22 Apr 2023

✓ Payers & containers

✓ Release details

○ Review

### Review your order details

#### Recipient details

^ Hide recipient details

Delivery order recipient e-mail ID

✉ ABC@gmail.com [+ Add e-mail address](#)

#### Payer details

∨ View payer details

#### Release details

∨ View release details for merchant haulage

Cancel **Submit**

Hệ thống sẽ tạo mã hồ sơ (case ID) khi yêu cầu đã gửi thành công. Lệnh giao hàng sẽ được gửi vào hộp thư của quý khách khi hãng tàu nhận được đầy đủ chi phí

[← Back to dashboard](#)

## Request delivery order

### Confirmation

✔ **Great. Your amendment request has been submitted with case ID 2303-212406986.**

↓ [Download Request 2303-212406986.pdf](#)

The amendment request will be handled by our customer services team.  
All recipients for this request will receive a confirmation email within 24 hours.

#### What can you do next?

##### Check status/ proceed for new request

You can proceed to request for other 'ready to submit' containers on this shipment

Go

##### View/ Make a change to your request

You will need your case ID 2303-212406986

Go

##### Go to release type/container selection

You can view all your containers

Go

