

GUIDELINE - IMPORT SHIPMENTS TO GERMANY & AUSTRIA

Maersk

Arrival and ETA Change notice

The Arrival notice will be sent 6 days prior ETA - for this please click on [Notifications](#) to update your email address. The same applies to ETA Changes - please click on [ETA Changes](#).

Invoice

Your import invoice will be ready for download 5 days prior ETA - once you have specified the exact payment details. For this please click on [Go to MyFinance](#).

Delivery date (Carriers Haulage)

We will contact you via email regarding possible delivery dates and wait until your confirmation for the final booking.

Delivery order / Transport confirmation

Once all necessary data and documents for the haulage have been submitted, the delivery order with the agreed delivery date will be sent.

Actual delivery (Carriers Haulage)

The Container will be picked up at terminal and either delivered via train, barge or truck to final destination.

Important: Additional charges

There could be additional charges like demurrage, detention, T1 customs doc creation, Multistop, Waiting time, etc. For more infos, please check www.maersk.com.

Customer

Registration on maersk.com

When you expect your first import container(s) with Maersk, please start by registering on our homepage www.maersk.com (Please click on "Please register here").

Transport order / Release request

It is mandatory to send the transport order or the release request with all important details regarding your import shipment(s) 5 days prior ETA to germanyrelease@maersk.com.

Original Bill of Lading

Please send one of your Original Bill of Ladings to our below mentioned address (Please send it only by courier, to avoid loss!).

Letter of Authorization

If you have been authorized by the consignee to handle the cargo on his behalf, please provide us a letter of Authorization. A template is available if needed. Please send an email to: germanyrelease@maersk.com.

Customs clearance (Carriers Haulage)

Please provide a proof of customs clearance or the T1 customs details. A T1 template is available if needed. Please send an email to: germanyrelease@maersk.com.

ATB number

You also have the possibility to look up for your ATB number for Hamburg and Wilhelmshaven 2 days prior ETA. Please click on [ATB nbr Request](#) (Click on "here", a ATB excel sheet will appear).

Payment Proof

If you are not registered as a credit customer, please provide a payment proof via mail to germanyrelease@maersk.com.

Unload container for store door delivery (Carriers Haulage)

After the container arrived at your premises, you have 2 hours to unload it. After 2 hours waiting time will be charged.

In case of any questions please do not hesitate to contact us

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