

# 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](http://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](http://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](mailto: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](mailto: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](mailto: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](mailto: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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