

Introduction of Self-Service Delivery Order(SSDO) Platform for Sri Lanka

4th August 2020

Dear Customer,

At Maersk, we constantly strive to develop new and innovative products & services to transform your journey with us to an easier and more productive one. With that goal in mind we are happy to introduce the Self-service Delivery order(SSDO) platform for Sri Lanka. The SSDO platform will help us manage your delivery requests in a better and more efficient manner.

Effective 14th September , we will be migrating to SSDO platform completely. Hence we encourage you to get registered on www.maersk.com and familiarize yourself at the earliest with SSDO setup.

How would this benefit you?

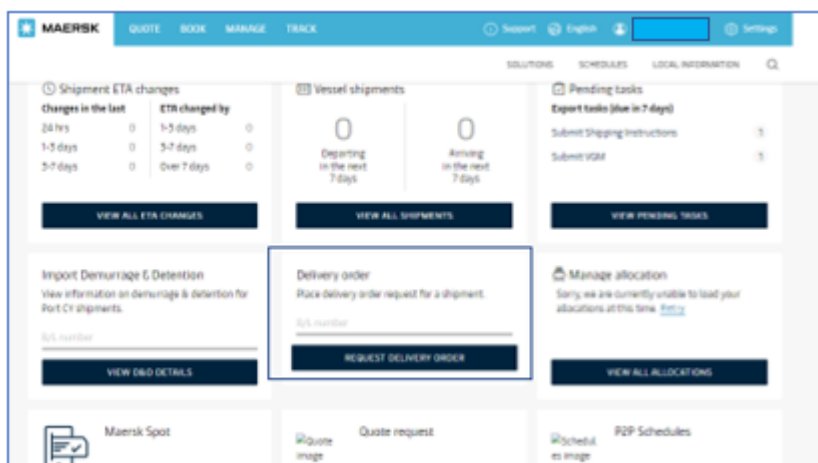
- No need to send emails, you can access the SSDO option on the website anywhere and place DO requests on the go.
- Case created for easy reference of your request status.
- Easily request incorporation of additional information in DO and part Delivery orders with revalidation date as per detention payment.
- Place request for SD movement by truck

To see how simple it is, all you need to do is register yourself one-time for your individual login credentials on www.maersk.com and explore the amazing benefits that SSDO offers 24/7. Below is the quick Registration guide :

<https://mymaersklineguide.maglr.com/my-maerskline-user-guide/registration>

Step 1: To get started

- Log in to www.maersk.com
- Start the journey by updating BL number and clicking request delivery order

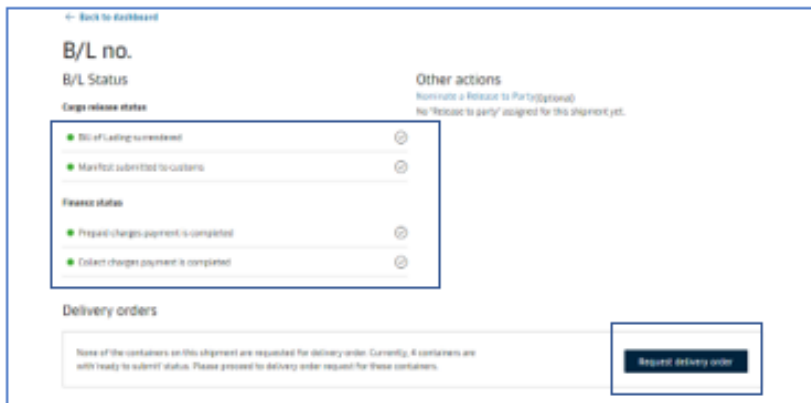


Step 2:

A) As a consignee- View task status and choose Haulage mode

- Check status for Bill surrender and Prepaid charge payment
- You can add your agent as release to party

- You can select the haulage mode as applicable and click “Continue”



← Back to Dashboard

B/L no.

B/L Status

Cargo release status

- Bill of Lading surrendered
- Manifest submitted to customs

Finance status

- Prepaid charges payment is completed
- Collect charges payment is completed

Delivery orders

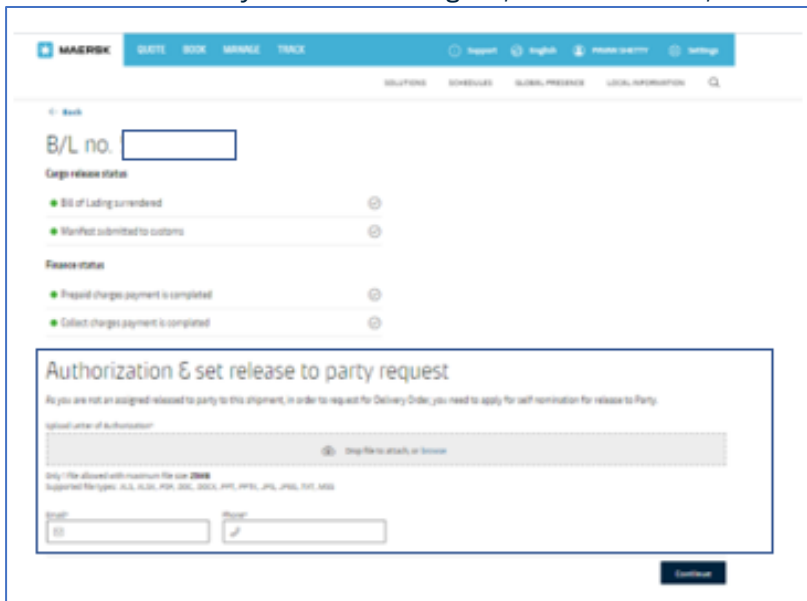
None of the containers on this shipment are requested for delivery order. Currently, 4 containers are with ready to submit status. Please proceed to delivery order request for these containers.

Request Delivery Order

B) As a Forwarder/Agent- View task status and update the Authorization and Contact Information

- Check status for Bill surrender and Prepaid charge payment
- Upload applicable Letter of Authorization and contact information like Email and Contact number

Note: It is needed if you are not consignee, lawful bl holder, or release to party



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SOLUTIONS | SCHEDULES | GLOBAL PRESENCE | LOCAL INFORMATION

← Back

B/L no.

Cargo release status

- Bill of Lading surrendered
- Manifest submitted to customs

Finance status

- Prepaid charges payment is completed
- Collect charges payment is completed

Authorization & set release to party request

As you are not an assigned release 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

Drop file to attach, or browse

Only file allowed with maximum file size 20MB
Supported file types: .JPG, .JPEG, .PNG, .GIF, .PDF, .DOC, .DOCX, .PPT, .PPTX, .XLS, .XLSX, .TXT, .MSD

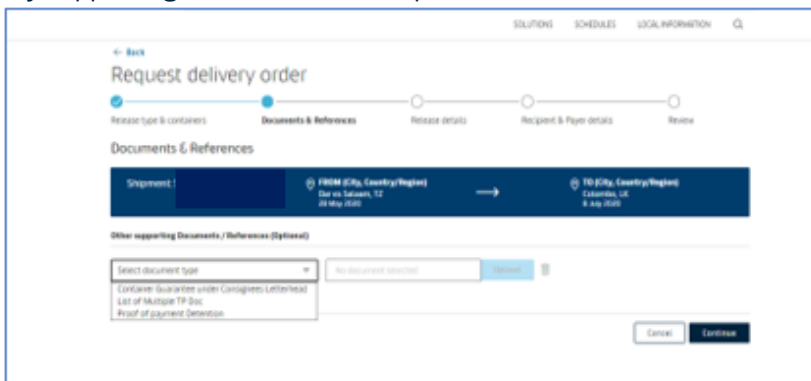
Shipper:

Receiver:

Continue

Step 3: Attach Documents & Reference if any

- Please update applicable Mandatory/Supporting Document as applicable.
- Any supporting Document can be updated here



SOLUTIONS | SCHEDULES | LOCAL INFORMATION

← Back

Request delivery order

Request type & containers | **Documents & References** | Release details | Receipt & Payer details | Review

Documents & References

Shipment: FROM (City, Country/Region) TO (City, Country/Region)

Other supporting Documents / References (Optional)

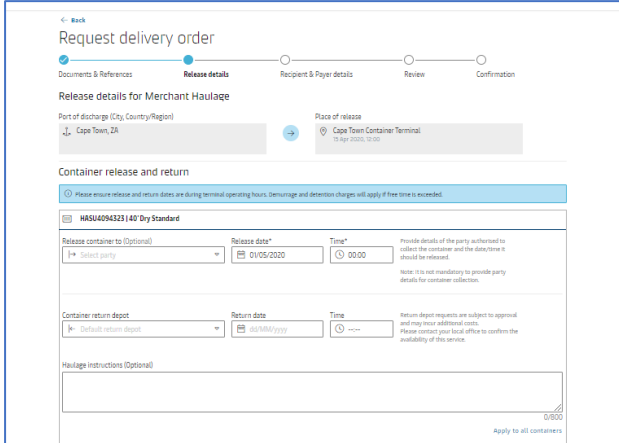
Select document type: No document attached

Container Guarantee under Consignment Letterhead
List of Multiple TP Doc
Proof of payment Generation

Cancel **Continue**

Step 4: Update Haulage details

- Update haulage details like Release to Date & Time any special Haulage instructions



Request delivery order

Documents & References | **Release details** | Recipient & Payer details | Review | Confirmation

Release details for Merchant Haulage

Port of discharge (City, Country/Region)
Cape Town, ZA

Place of release
Cape Town Container Terminal

Container release and return

Release container to (Optional)
Release date* 01/05/2020 Time* 00:00

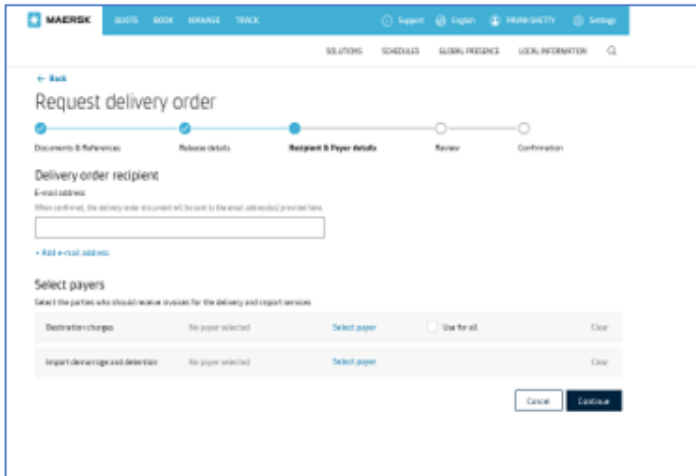
Container return depot
Return date
Time

Haulage instructions (Optional)

Apply to all containers

Step 5: Additional Details

- Update details; where DO is required, Payer details



Request delivery order

Documents & References | Release details | **Recipient & Payer details** | Review | Confirmation

Delivery order recipient

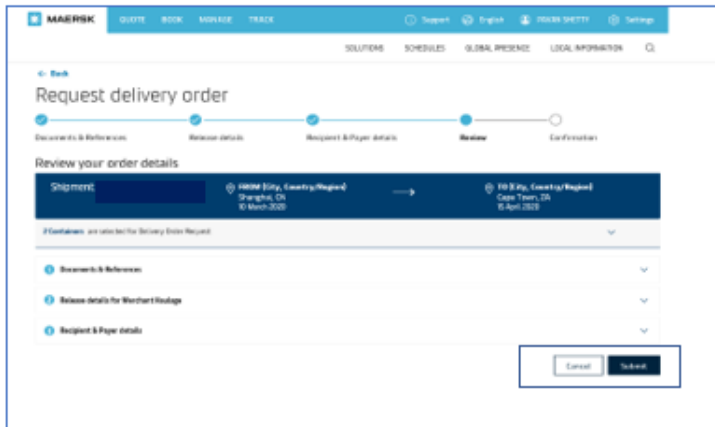
Email address

Select payers

Destinations charges	No payer selected	Select payer	<input type="checkbox"/> Use for all	Clear
Import duties and detention	No payer selected	Select payer		Clear

Cancel Continue

Step 6: Final check preview before sending confirmation for any changes. Click on submit



Request delivery order

Documents & References | Release details | Recipient & Payer details | **Review** | Confirmation

Review your order details

Shipment: SHANGHAI (City, Country/Region) to CAPE TOWN (City, Country/Region)

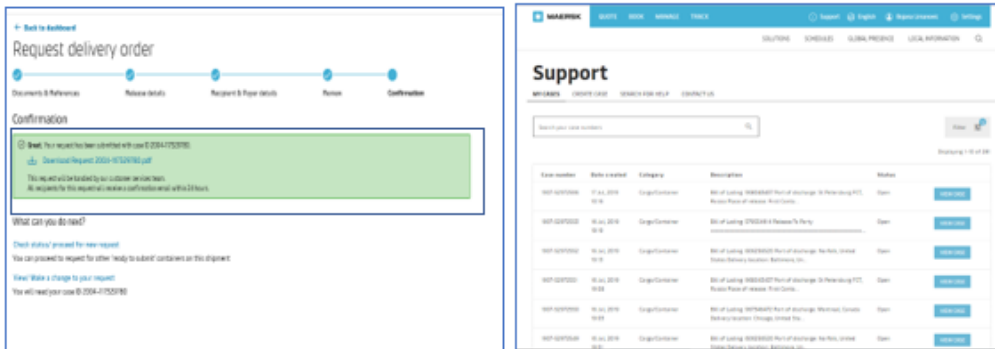
2 Containers are selected for Delivery Order Request

- Documents & References
- Release details for Merchant Haulage
- Recipient & Payer details

Cancel Submit

Step 7: Your request status, details can be checked here

- Case confirmation for future reference or communication
- Request can be viewed in support

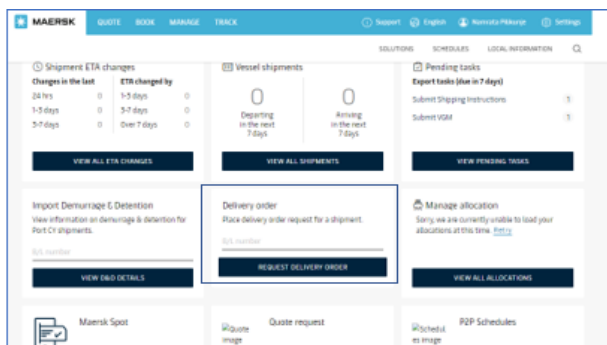


We are also glad to introduce **“Inland delivery feature”** which will be available with this new SSDO offering. You can follow detailed steps as below:

Note: Original Bill of Lading and Bank Guarantee to be handed over before submitting the SSDO request.

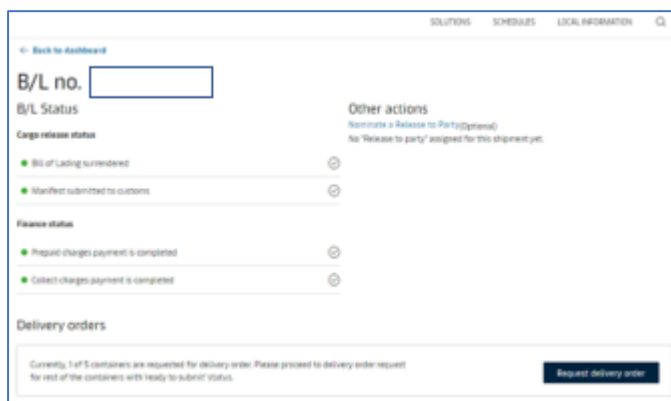
Step 1: To get started

- Log in to www.maersk.com
- Start the journey by updating BL number and clicking request delivery order



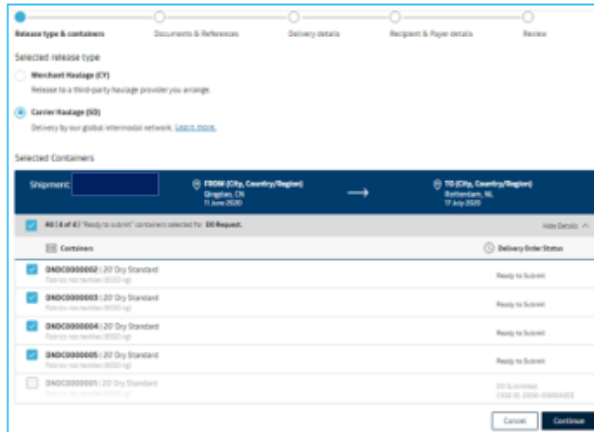
Step 2:

- Click on **“Request delivery order”** button to proceed to next step once pre condition status of bill surrendered, import manifest submitted and finance status checked



Step 3:

- Select the container for which inland delivery request to be sent (by default all container would be auto selected)
- Select release type as "Carrier Haulage (SD)" and click on "Continue"



Release type & containers

Selected release type

Merchant Haulage (CY)
Release to a third-party haulage provider you arrange.

Carrier Haulage (SD)
Delivery by our global intermodal network. [Learn more.](#)

Selected Containers

Shipment: [] FROM (City, Country/Region) [] TO (City, Country/Region)

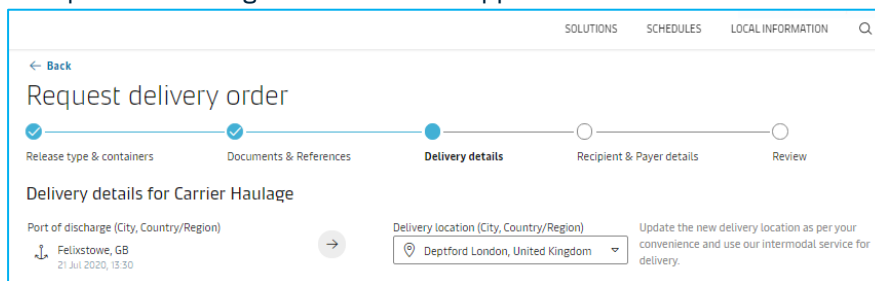
All 4 of 4 "Ready to submit" containers selected for SD Request.

Containers	Delivery Order Status
<input checked="" type="checkbox"/> DND0000002 : 20 Dry Standard	Ready to Submit
<input checked="" type="checkbox"/> DND0000003 : 20 Dry Standard	Ready to Submit
<input checked="" type="checkbox"/> DND0000004 : 20 Dry Standard	Ready to Submit
<input checked="" type="checkbox"/> DND0000005 : 20 Dry Standard	Ready to Submit
<input type="checkbox"/> DND0000006 : 20 Dry Standard	

Cancel Continue

Step 4:

- Update the Final Delivery Location where you want your container/s to be moved
- Once you select the Delivery location, you would be able to see the available mode of transport and haulage rates which are applicable for selected mode of transportation



SOLUTIONS SCHEDULES LOCAL INFORMATION

← Back

Request delivery order

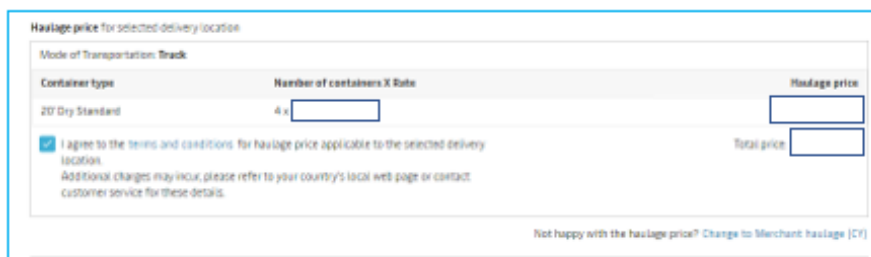
Release type & containers Documents & References **Delivery details** Recipient & Payer details Review

Delivery details for Carrier Haulage

Port of discharge (City, Country/Region)
Felixstowe, GB
21 Jul 2020, 13:30

Delivery location (City, Country/Region)
Deptford London, United Kingdom

Update the new delivery location as per your convenience and use our intermodal service for delivery.



Haulage price for selected delivery location

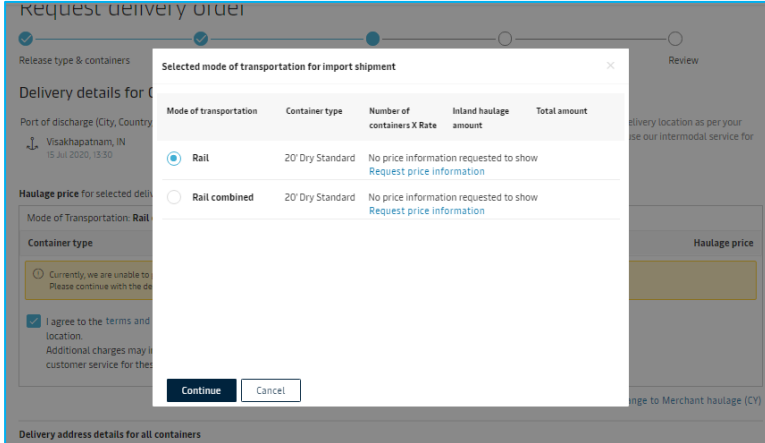
Mode of Transportation: Track

Container type	Number of containers X Rate	Haulage price
20' Dry Standard	4 x []	[]
<input checked="" type="checkbox"/> 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.		Total price []

Not happy with the haulage price? [Change to Merchant haulage \(CF\)](#)

Step 5:

- You can change the mode of transportation by clicking on "change mode" option if you see any alternative mode is available for that location combination alongwith applicable haulage rates



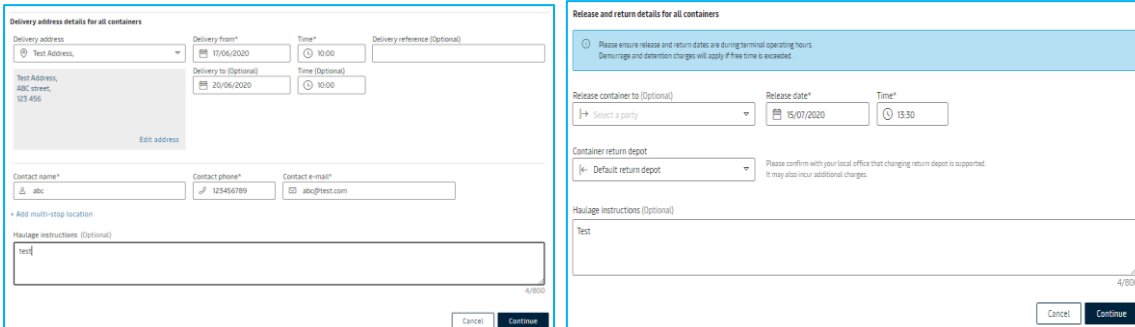
Selected mode of transportation for import shipment

Mode of transportation	Container type	Number of containers X Rate	Inland haulage amount	Total amount
<input checked="" type="radio"/> Rail	20' Dry Standard		No price information requested to show Request price information	
<input type="radio"/> Rail combined	20' Dry Standard		No price information requested to show Request price information	

Buttons: Continue, Cancel

Step 6:

- Other details like complete Delivery address where container to be delivered in case of truck or rail combined or barge combined mode and terminal detail in case of rail only or barge only mode selected.
- You can also provide the delivery/release date and time when container is to be delivered/picked and then submit the details



Delivery address details for all containers

Delivery address: Test Address, 17/06/2020 10:00

Test Address: ABC street, 123 456

Contact name: abc, Contact phone: 123-456789, Contact e-mail: abc@test.com

Haulage instructions (Optional): test

Buttons: Cancel, Continue

Release and return details for all containers

Please ensure release and return dates are during terminal operating hours. Demurrage and detention charges will apply if free time is exceeded.

Release container to (Optional): Select a party, Release date: 15/07/2020, Time: 13:30

Container return depot: Default return depot

Haulage instructions (Optional): Test

Buttons: Cancel, Continue

If you are facing any issues registering on the website you can reach out to our Live Chat team or contact your Maersk local representative.

Should you require further information, please feel free to contact your respective customer service account holder or our Customer Service Hotline on +94 114794800 (between 9am to 5pm on weekdays).

We hope this new service makes it easy for you to place your Delivery order requests.

We thank you for your business and look forward to continuously serving your global transportation needs.

Sincerely,
Maersk