

Self Service Delivery Order  
Request your Delivery Order Online at anytime

Step 1: Log-in to **maersk.com** and start the journey by updating Booking number and clicking 'Request delivery order'.



QUOTE BOOK MANAGE TRACK

Joanne Gallardo Settings

SOLUTIONS SCHEDULES LOCAL INFORMATION

### Changes in the last

|          |   |             |   |
|----------|---|-------------|---|
| 24 hrs   | 0 | 1-3 days    | 0 |
| 1-3 days | 0 | 3-7 days    | 0 |
| 3-7 days | 1 | Over 7 days | 1 |

VIEW ALL ETA CHANGES

### ETA changed by

2  
Departing  
in the next  
7 days

VIEW ALL SHIPMENTS

2  
Arriving  
in the next  
7 days

### Export tasks (due in 7 days)

|                              |   |
|------------------------------|---|
| Submit Shipping Instructions | 1 |
| Submit VGM                   | 2 |

VIEW PENDING TASKS

### Import Demurrage & Detention

View information on demurrage & detention for Port CY shipments.

B/L number

VIEW D&D DETAILS

### Delivery Order

Place delivery order request for a shipment.

910385410

REQUEST DELIVERY ORDER

Chat



## Step 2: (For brokers/forwarders/3<sup>rd</sup> party agents)

Upload applicable Letter of Authorization and update email and contact number

[← Back](#)

B/L no. 910385410

### Cargo release status

Bill of Lading surrendered ✓

Manifest not submitted to customs

### Finance status

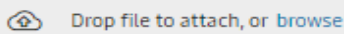
Prepaid charges payment is completed ✓

Collect charges payment is pending

## 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\*



Only 1 file allowed with maximum file size **25MB**

Supported file types: .XLS, .XLSX, .PDF, .DOC, .DOCX, .PPT, .PPTX, .JPG, .JPEG, .TXT, .MSG

Email\*

Phone\*

Continue



For consignees, the view will be like this since there is no need to attach letter of authorization.

B/L no. 910385410

**Cargo release status**




- Bill of Lading surrendered
- Manifest not submitted to customs

**Finance status**

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

## Delivery orders

*i* All the containers on this shipment are submitted for delivery order. Please contact customer support if you have further queries.

| Shipment: 910385410  |   | FROM (City, Country/Region)<br>Norfolk, US<br>28 March 2020 | → | TO (City, Country/Region)<br>Cebu City, PH<br>22 May 2020 |
|--|---|---|---|---|
| Containers   | Delivery Order Status                   |   |   |   |
|  <b>GLDU5592557</b>   20' Dry Standard<br>Consolidated Cargo (19856 kg)  | DO Submitted<br>CASE ID: 2005-118128409 |   |   |   |
|  <b>MSKU2571684</b>   20' Dry Standard<br>Consolidated Cargo (19959 kg) | DO Submitted<br>CASE ID: 2005-118128409 |   |   |   |
|  <b>MSKU3659790</b>   20' Dry Standard<br>Consolidated Cargo (19322 kg) | DO Submitted<br>CASE ID: 2005-118128409 |   |   |   |



Step 3: Once uploaded, select the merchant haulage applicable click on the **'Request Delivery order'** button

[← Back](#)


## Delivery orders

✔ **Your Letter of Authorization is attached successfully!**  
Please proceed with delivery order request.  
On submission of delivery order, we will verify all the details within 4 hours of submission and notify you via email.

### Request delivery order with selected release type and containers

Select release type

Carrier haulage (SD)Merchant haulage (CY)

 **Maersk carrier haulage**


Our global intermodal network can take your containers to their destination. With competitive rates, integrated inland haulage managed online could save you time and money.

[Find out more](#)

### Selected containers

**Shipment: 606995058**      **FROM (City, Country/Region)** Chicago, US 11 May 2020      **TO (City, Country/Region)** Nansha New Port, CN 21 June 2020

✔ **All (1 of 1)** "Ready to submit" container selected for **DO Request**. [Hide Details](#) ^

| Containers  | Delivery Order Status |
|---|-----------------------|
| ✔  <b>HASU4517106</b>   40' Dry Standard | Ready to Submit       |

Request delivery order





## Step 4: Upload other relevant documents (proof of payment and container guarantee)

[← Back](#)

### Request delivery order

● — ○ — ○ — ○ — ○

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

#### Documents & References

**Shipment: 606995058**

**FROM (City, Country/Region)**  
Chicago, US  
11 May 2020

→

**TO (City, Country/Region)**  
Nansha New Port, CN  
21 June 2020

#### 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.

# Step 5: Update haulage details like 'Release to', 'Date & Time' and 'Any special Haulage instructions' (optional)

Progress bar: Documents & References (checked), **Release details** (active), Recipient & Payer details, Review, Confirmation

### Release details for Merchant Haulage

Port of discharge (City, Country/Region): Nansha New Port, CN

Place of release: GZ Oceangate Container Terminal, 22 May 2020, 6:00

### Container release and return

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

**PONU7856340 | 40' Dry Standard**

**Release container to (Optional)**  
Release to badge/name/reference

**Release date\***  
22/05/2020

**Time\***  
06:00

**Release reference**  
Please ensure this release type is supported at the release location.

*Provide details of the party authorised to collect the container and the date/time it should be released.  
Note: It is not mandatory to provide party details for container collection.*

**Container return depot**  
Default return depot

**Return date**  
dd/MM/yyyy

**Time**  
--:--

*Return depot requests are subject to approval and may incur additional costs. Please contact your local office to confirm the availability of this service.*

**Haulage instructions (Optional)**  
0/800

Cancel Continue

Step 6: Confirm the email address reflected and add additional recipient as needed. In case there is no invoice received for said shipment, you may update the same on below and click continue.

[← Back](#)

## Request delivery order

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

### Delivery order recipient

E-mail address

When confirmed, the delivery order document will be sent to the email address(es) provided here.

joanne.gallardo@damco.com

[+ Add e-mail address](#)

### Select payers

Select the parties who should receive invoices for the delivery and import services

|                                |                   |                              |                                      |                       |
|--------------------------------|-------------------|------------------------------|--------------------------------------|-----------------------|
| Destination charges            | No payer selected | <a href="#">Select payer</a> | <input type="checkbox"/> Use for all | <a href="#">Clear</a> |
| Import demurrage and detention | No payer selected | <a href="#">Select payer</a> |                                      | <a href="#">Clear</a> |

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



## Step 7: Review your Delivery Order request details and click submit.

### Request delivery order

✓ Documents & References    ✓ Release details    ✓ Recipient & Payer details    ● **Review**    ○ Confirmation

#### Review your order details

**Shipment: 606995067**

**FROM (City, Country/Region)**  
Chicago, US  
22 April 2020

→

**TO (City, Country/Region)**  
Nansha New Port, CN  
22 May 2020

1 Container is selected for Delivery Order Request

**1 Documents & References** [Edit Documents & References](#)

**2 Release details for Merchant Haulage**

**3 Recipient & Payer details** [Edit Recipient & Payer details](#)

Delivery order recipient details


E-mail ID

joanne.gallardo@damco.com

Payer details

|                                       |                   |
|---------------------------------------|-------------------|
| <b>Destination charges</b>            | No payer selected |
| <b>Import demurrage and detention</b> | No payer selected |

[Cancel](#) [Submit](#)



Step 8: Take note of your case number and our Customer Service Team will assist your request shortly.

[← Back to dashboard](#)

## Request delivery order

✓ ——— ✓ ——— ✓ ——— ✓ ——— ●

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

### Confirmation

✓ **Great.** Your request has been submitted with case ID 2005-118705193.

↓ Download Request 2005-118705193.pdf

This 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

[View/ Make a change to your request](#)

You will need your case ID 2005-118705193

**Follow-Ups:** While our Customer Service team is processing your request, you can follow the status of your case in Support and view details by choosing one to view.

**MAERSK** QUOTE BOOK MANAGE TRACK

Joanne Gallardo Settings

SOLUTIONS SCHEDULES LOCAL INFORMATION

# Support

MY CASES CREATE CASE SEARCH FOR HELP CONTACT US

Search your case numbers

Filter 1

Displaying 1-2 of 2

| Case number   | Date created       | Category        | Description   | Status |                           |
|---------------|--------------------|-----------------|---|--------|---------------------------|
| 1907-52972680 | 17 Jul, 2019 15:53 | Cargo/Container | Bill of Lading: 830060807 Port of discharge: Georgetown, Guyana Place of release: MUNESHWERS LIMITED... | Open   | <a href="#">VIEW CASE</a> |
| 1907-52972674 | 17 Jul, 2019 15:40 | Cargo/Container | Bill of Lading: 579310369 Release To Party<br>=====   | Open   | <a href="#">VIEW CASE</a> |